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IDENTIFIERS	Commercial Drivers License; *Truck Drivers; *Workplace Literacy

ABSTRACT

These three learning modules were developed for a workplace literacy project conducted cooperatively through the Minnesota Teamsters Service Bureau and Northeast Metro Technical College. They are part of the job-specific curriculum for commercial truck drivers developed during the project. The three modules, "Managing the Paperwork," "Writing for Trucking," and "Using Trucking Language," list the skills required to complete the module. They include sections of learning activities correlated with resources and ways of completing the activities, information sheets, and exercises. The instructor's guide contains test items and answers for all three learning modules. (KC)

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ED355370

Commercial Drivers License
Workplace Literacy Project

Learning Modules

Minnesota Teamsters Service Bureau

Northeast Metro Technical College

1992

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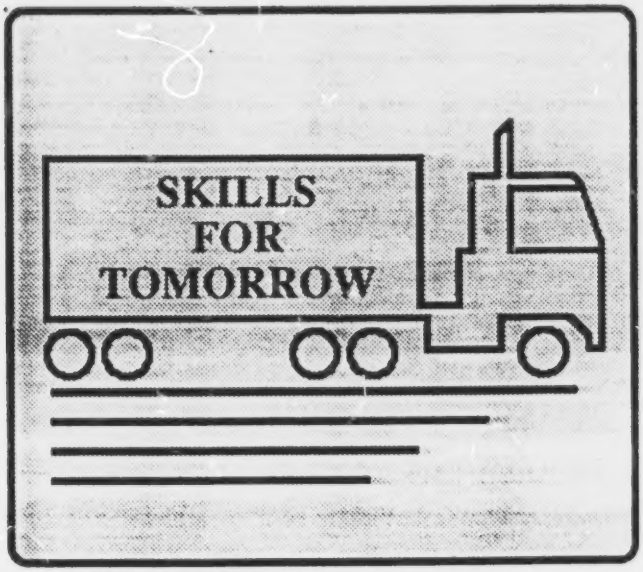

INSTRUCTOR'S GUIDE

TO ACCOMPANY THE FOLLOWING LEARNING MODULES:

- **MANAGING THE PAPERWORK**
- **WRITING FOR TRUCKING**
- **USING TRUCKING LANGUAGE**

NORTHEAST METRO TECHNICAL COLLEGE
AND
MINNESOTA TEAMSTERS SERVICE BUREAU

WORKPLACE LITERACY RESOURCE CENTER
1-800-832-4916

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WORKPLACE LITERACY PROJECT

COMMERCIAL DRIVERS LICENSE

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Special thanks to Harold Yates, President of the Minnesota Teamsters Joint Council #32, for facilitating the involvement of a number of trucking companies in the Minnesota Teamsters Service Bureau Workplace Literacy Project

1992

MANAGING THE PAPERWORK

MANAGING THE PAPERWORK

PRACTICE EXERCISE ANSWERS

EXERCISE #	QUESTION #	CORRECT ANSWER
MP-1	1.	1010# FLAMMABLE LIQUID 121# NON-FLAMMABLE GAS
	2.	17348 lbs.
	3.	37 Pieces
	4.	5,000 lbs.
	5.	Peru, IL.
MP-2	1.	3
	2,	18
	3.	1820 lbs.
	4.	9068 lbs.
	5.	TIME: 6:50 PM (1950) DATE: January 17, 1993 (17)
	6.	9882243
MP-3	1.	They were not removed from the trailer
	2.	WHO: Unloader MEANING: Shows that the seal number was the same as the one on the Load Manifest/Release form
	3.	35
	4.	These items showed a difference between what was on the Load Manifest/Release form and what was actually unloaded.
	5.	Good
MP-4	1.	Shipments which were without forms Shipments missing from the forms
	2.	Johnson Industries
	3.	Joe Checker
	4.	EMP

	5.	1/17/93
MP-5	1.	A. A Receipt B. A Contract C. A Title to the Goods
	2.	X-Name and address of shipper X-Name and address of consignee X-A description of articles X-The specific route followed by the shipment X-The weight of the articles shipped (Only the *name* of the carrier is required; not the address)
	3.	Yes
	4.	Name of the carrier
	5.	B.
	6.	D.
	7.	Person responsible for shipping
	8.	When cargo was loaded
		SEE COMPLETED BILL OF LADING WHICH FOLLOWS
MP-6	1.	1.) STOP THE VEHICLE 2.) CLEAR YOUR HEAD 3.) PROTECT THE SCENE 4.) ASSIST THE INJURED 5.) RECORD AND PROVIDE ESSENTIAL INFORMATION 6.) KEEP YOUR COOL 7.) STICK TO THE FACTS 8.) COMPLETE REPORTS
	2.	Within 24 hours
	3.	$4,400

COMPLETED BILL OF LADING

STRAIGHT BILL OF LADING
ORIGINAL - NOT NEGOTIABLE

Shipper's No. A-2122

Carrier's No. 1493

CARRIER: Al's Transport, Inc. SCAC

Date TODAY'S DATE

TO: Consignee / Street / Destination: Auto Glass, Inc. / 8806 Roadway Avenue / Iron Mountain, MI Zip 49081

FROM: Shipper / Street / Origin: Penwood Supply Company / 346 Broadway Street / Louisville, KT Zip 40202

Route:

Vehicle Number

4		Bicycle Baskets, NOI			100		
2		Backpacks, NOI			48		
1		Headlights			25		

Remit C.O.D. to:
Address:
City: State: Zip:

COD Amt $

C.O.D. FEE:
Prepaid ☐
Collect ☐ $

PREPAID CHARGES
☐ PREPAID ☑ COLLECT

Shipper's signature

HAZARDS DECLARED

HAZARDS APPLIED ☐ YES ☐ NO

SHIPPER: Penwood Supply Company
PER:
DATE: TODAY'S DATE

CARRIER: Al's Transport, Inc.
PER:
DATE: TODAY'S DATE

EMERGENCY RESPONSE TELEPHONE NUMBER ( )

Manned 24 hours/ day by a person with knowledge of the hazards of the material and emergency response information or who has access to a person with that knowledge.

CONTAINS HAZARDOUS MATERIALS
FOR HELP IN CHEMICAL EMERGENCIES INVOLVING SPILL, LEAK, FIRE OR EXPOSURE CALL TOLL-FREE 1-800-424-9300 DAY OR NIGHT

MANAGING THE PAPERWORK

WRITTEN POST-CHECK MP-1A

WRITTEN POST-CHECK MASTERY CRITERIA

YOU MUST ANSWER AT LEAST 17 QUESTIONS CORRECTLY OUT OF 22 POSSIBLE (APPROXIMATELY 80%) TO MASTER THIS WRITTEN POST-CHECK.

TURN TO THE NEXT PAGE TO BEGIN THE EVALUATION

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WRITTEN POST-CHECK MP-1A

DIRECTIONS: Look over the following completed form carefully and answer the questions on the next page:

LOAD MANIFEST / RELEASE (A) B PAGE OF 1

LOADING SEQUENCE	PAGE	DEST. TERMINAL & STATE	ORIGIN TERMINAL & STATE	WEIGHT
	A	MIRA LOMA, CA	PERU, IL	

A

TRAILER INSPECTED				TRAILER CLOSED
Time/Date Supv.				Time/Date Supv.
12/23/0600				
SHEET	NAILS PULLED	HOLES REPAIRED	WHEELS BLOCKED	DOOR
√	√	√	√	128

ORIGIN SIC	TRAILER NUMBER	DEST SIC
PEI	19-0210	MLC

TOTAL WEIGHT	% CUBE	BILLS	TIME/DATE CLOSED	LOAD RELEASE NUMBER
	/	/		2459479

B

SPECIAL INSTRUCTIONS/REMARKS (30 CHARACTER LIMIT)

HEADER INFO | DEST. | WT. | CUBE | BILLS

SERVICE ("X" APPLICABLE CODE) BH ☐ XU ☐ TCON NONE ☐

☐ HM ON BOARD, NO PLACARD REQUIRED

Shippers Load & Count ☐ Forwarder ☐

TRACTOR AIR SETTING TIME

24'S DISPATCHER

C

28. SPECIAL INSTRUCTIONS TYPES OF HAZARDOUS MATERIALS - USEFUL INFORMATION TO DRIVER/DOCKMAN

1010 # FLAMMABLE LIQUID
121 # NON-FLAMMABLE GAS

9 WT. CARRIED FORWARD					9 WT. CARRIED FORWARD		15614		
10 DEST.	11 PCS.	12 WEIGHT	13 LOADER	14 HAZ MAT	10 DEST.	11 PCS.	12 WEIGHT	13 LOADER	14 HAZ MAT
MMC	16	5500	KR		VCA	5	521	GB	X
FAC	10	1010	GR		121 # NON-FLAMMABLE GAS				
FLAMMABLE LQD 1010#				X	BTC	2	1213		TN
PSC	5	150	SR						
OXN	2	261	TN						
9 SUB TOTAL		7281			20 SUB TOTAL				

D

										9 WT. CARRIED FORWARD				
										10 DEST.	11 PCS.	12 WEIGHT	13 LOADER	14 HAZ MAT
HeC	7	592	BN											
ORG	2	126	FG											
LCA	1	178	GA											
PSC	3	276	GK											
VCA	2	1500	JS											
10 SUB TOTAL		9944			20 SUB TOTAL					40 SUB TOTAL				
SDU	7	810	TN											
FAC	5	630	TN											
SDO	37	2755	FG											
SBC	125	1200	BN											
BKF	10	275	SR											
15 SUB TOTAL		15614			30 SUB TOTAL					40 SUB TOTAL				

E

LOADING DIAGRAM

TOP VIEW

1 NOSE 5,500 REAR DOOR

ABC CO, MIRIAM CA.

1. C/
2. C/

PERCENT CUBE

17 CIRCLE REASON FOR CLOSING TRAILER

FULL CUBE CAPACITY — FULL LOAD TO PICKUP
FULL WEIGHT CAPACITY — LACK OF FREIGHT
NON-FREIGHT TO PICKUP — MAKE SCHEDULE TIME

1/3 J.C. 1/3 L.T. 1/3

SUPERVISOR MARK AND APPROVE EACH THIRD OF TRAILER LOADING

PLACARDS YES NO

BLOCKING YES NO

DANGEROUS

ORIGIN SEAL NO.

CHANGED SEAL NO.

REASONS FOR CHANGE

BILL COUNT

VERIFIED BY

USE THIS COUNT IN TCON MESSAGE

10

WRITTEN POST-CHECK MP-1A

1. How many packages are on the truck bound for SIC code destination PSC that were loaded by GK?

   A. 3

   B. 5

   C. 10

   D. 125

2. What is to total weight of the cargo on the truck?

   A. 5,500 lbs.

   B. 15,614 lbs.

   C. 17,348 lbs.

   D. 18, 234 lbs.

3. What is the SIC code for the location where this trailer is going?

   A. MMC

   B. BTC

   C. SBC

   D. MLC

4. What is the identification number for this trailer?

   A. 19-0210

   B. 12/23/0600

   C. 15614

   D. 2459479

11

5. What are the initials of the person who loaded the second 1/3 of the trailer?

A. PEI

B. BN

C. SR

D. LT

GO ON TO THE NEXT PAGE FOR MORE QUESTIONS

WRITTEN POST-CHECK MP-1A

DIRECTIONS: Look over the following completed form carefully and answer the questions which follow:

SAMPLE T-MAN PRINTOUT

2113 1-18-93 MPLG
PROS ON TRAILER 16-3122 LOADED BY SSD FOR MPL AT 1850/17 9604/75/3
STATUS IS AR-MPL-0733/18 LD RLSE # 9882243

CONSIGNEE	HDR PRO	WGT	PCS	MTR PCS	BILL DEST	LOAD DOOR	LOAD POINT	PRO #	PICKUP DATE
CENTURY FORD		1820	5	5	CIO	10	COL	946-345645	1/17/93
PINE IMPLEMENT		1730	7	7	VAG	18	ATL	946-345622	1/17/93
ORTON MACHINERY		5518	11	11	FVA	19	OKC	946-342366	1/17/93
			23	20					
TRAILER TOTAL:	3 PROS	9068 LBS		9068 MTR LBS				0 NON-MTR LBS	

2116 1-18-93 MPLG
LOAD DOOR SUMMARY FOR 16-3122
LOADED BY SSD FOR MPL AT 1850/14 9604/75/3
STATUS IS AR-MPL-0733/18 LD RLSE # 9882243

DOOR	LD POINT	SHPMNTS	WGT	MTR WGT	PCS	MTR PCS
10	COL	1	1820	1820	5	5
18	OKC	1	1730	1730	7	7
19	ATL	1	5518	5518	11	11

END OF REPORT

6. What is the pro number for the shipment from Orton Machinery?

A. 946-345645

B. 946-345622

C. 946-342366

13

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D. 9882243

7. From what door were the packages from Century Ford loaded?

A. 19

B. 18

C. 11

D. 10

8. How many pieces were loaded for Pine Implement?

A. 3

B. 5

C. 7

D. 11

9. What is the SIC code for the location where this trailer is going?

A. COL

B. MPL

C. ATL

D. OKC

10. What is the load release number for this trailer?

A. 1850/17/9604/75/3

B. 9068

C. 9882243

D. 16-32122

GO ON TO THE NEXT PAGE FOR MORE QUESTIONS

WRITTEN POST-CHECK MP-1A

DIRECTIONS: Look over the following completed form carefully and answer the questions which follow on the next page:

1.

TERMINAL UNLOADING CHECK SHEET

	24.910	EMP	17-110
159762 √	35	STC	20:10/17
			X

2.

POS.	WEIGHT	PRO NO. OR NO BILL	EXCEPTIONS-DESCRIBE PROBLEM FOUND	UNLOADED ZONE
12	462	178-621932	4 CARTONS CRUSHED	T.N.
35	710	141-839610	5 CARTONS SHORT	T.N.
150	7.133	269-181620	NOT CHECKED NOT TRANSFERED	T.N.

3.

TRAILER INSPECTED, FLOOR SWEPT/HOSE PULLED, NO LEAKS, NO HOLES IN FLOOR, TARPSIGNS IN PLACE, DOOR O.K.

√ O.K. TO RELOAD

FOREMAN-SUPERVISOR: D. Foreman

DATE/TIME FINISHED: 00:05/18

11. Why were the items with pro number 269-181620 not checked?

A. They were not on the truck.

B. They stayed on the trailer.

C. They were unloaded but had no pro number.

D. They were damaged.

12. What does it mean if there is a check mark (√) in section 1. of this sheet?

A. All the items on the trailer are accounted for.

B. None of the items on the trailer are damaged:

C. The seal number on the trailer is the same as the one listed on this form.

D. The entire trailer is unloaded.

13. How many shipments are on the trailer?

A. 12

B. 35

C. 150

D. 710

14. What is the general condition of the entire load on this trailer?

A. Very Poor

B. Poor

C. Fair

D. Good

15. What is the status of the order from pro number 141-839610?

A. The items were not on the trailer.

B. Four cartons were crushed.

C. There were 5 cartons less than should be on the trailer.

D. The items were not checked and removed.

DIRECTIONS: Look over the following completed form carefully and answer the questions which follow on the next page:

EXPEDITE/DOCK WRITE UP

1. JOE CHECKER

2. CFMF

PLACE PRO LABEL HERE

8. 11-1609

9. 1/17/93

10. 1/17/93

TO:

DESTINATION TERMINAL — CODE — TERMINAL

CONSIGNEE

ARRIVAL DATE 1/17/93 3.

TRAILER NO 17-1208 11.

FROM CODE EMP 4.

DOCK NO N/A 12.

FROM:

ISSUING TERMINAL — CODE — TERMINAL

SHIPPER

5. NAME ABC COMPANY
ADDRESS 2431 ADAMS ST.
CITY LANCASTER, PA — STATE — ZIP CODE

13. NAME JOHNSON INDUSTRIES
ADDRESS 1810 N. 32nd ST
CITY YAZOO — STATE MS — ZIP CODE 39402

SEA * CLASS * MOVR — ORIGINAL T.SEP.PRO — ☐ GCBZ — BOARD FOR IDENTIFICATION — ☐ GCBZ — HOLD ON DOCK — ☒ EXPEDITE — ☐ PRICE — ☐ PPD — ☐ COL

PCS.	HAS	EXACT DESCRIPTION OF ARTICLES FOR G/RATING/BILLING PURPOSES	PRO/MODEL/SERIAL NO.	ACTUAL	DIF.
6. 12		7. CTNS BOLTS	18615 16.	600	15.

14.

PURCHASE ORDER NO. P109261 — INVOICE NO. NONE — OTHER IDENTIFICATION NUMBERS ON PRO/M NONE

18.

17

16. Who paid for the shipping of these materials?

A. Johnson Industries

B. Joe Checker

C. ABC Company

D. CFMF

17. Where did this trailer come from?

A. LPA

B. YMS

C. MMN

D. EMP

18. What is the number of the trailer for which this form was prepared?

A. 11-1609

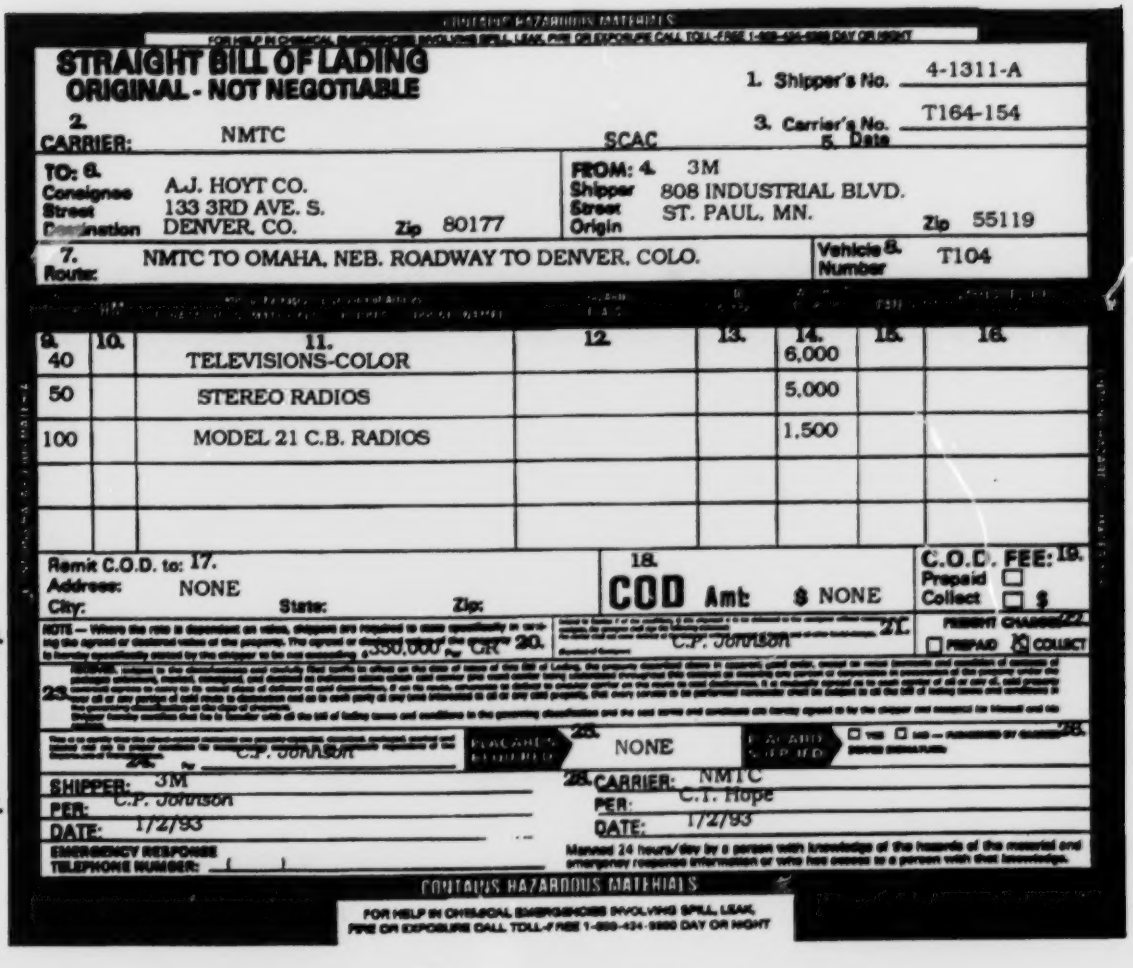
B. 17-1208

C. 34402

D. 18615

WRITTEN POST-CHECK MP-1A

DIRECTIONS: Look over the following completed form carefully and answer the questions which follow:



CONTAINS HAZARDOUS MATERIALS

FOR HELP IN CHEMICAL EMERGENCIES INVOLVING SPILL, LEAK, FIRE OR EXPOSURE CALL TOLL-FREE 1-800-424-9300 DAY OR NIGHT

STRAIGHT BILL OF LADING
ORIGINAL - NOT NEGOTIABLE

1. Shipper's No. 4-1311-A

2. CARRIER: NMTC SCAC

3. Carrier's No. T164-154

5. Date

TO: 6. Consignee / Street / Destination: A.J. HOYT CO. / 133 3RD AVE. S. / DENVER, CO. Zip 80177

FROM: 4. Shipper / Street / Origin: 3M / 808 INDUSTRIAL BLVD. / ST. PAUL, MN. Zip 55119

7. Route: NMTC TO OMAHA, NEB. ROADWAY TO DENVER, COLO.

Vehicle 8. Number: T104

9.	10.	11.	12.	13.	14.	15.	16.
40		TELEVISIONS-COLOR			6,000		
50		STEREO RADIOS			5,000		
100		MODEL 21 C.B. RADIOS			1,500		

Remit C.O.D. to: 17. Address: NONE City: State: Zip:

18. COD Amt: $ NONE

C.O.D. FEE: 19. Prepaid ☐ Collect ☐ $

20. NOTE — Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property. The agreed or declared value of the property is hereby specifically stated by the shipper to be not exceeding $350,000 Per CR 20.

21. C.P. Johnson

22. PREPAID ☐ COLLECT ☒

23. [boilerplate]

24. C.P. Johnson

25. NONE

26. [boilerplate]

27. SHIPPER: 3M PER: C.P. Johnson DATE: 1/2/93

28. CARRIER: NMTC PER: C.T. Hope DATE: 1/2/93

EMERGENCY RESPONSE TELEPHONE NUMBER: ( )

Marked 24 hours/day by a person with knowledge of the hazards of the material and emergency response information or who has access to a person with that knowledge.

CONTAINS HAZARDOUS MATERIALS

FOR HELP IN CHEMICAL EMERGENCIES INVOLVING SPILL, LEAK, FIRE OR EXPOSURE CALL TOLL-FREE 1-800-424-9300 DAY OR NIGHT

19. What is the ID number of the company that is shipping the goods recorded on the above form?

A. 4-1311-A

B. NMTC

C. T104

D. T164-154<

19

20. From where does this shipment originate?

A. NMTC

B. 3M St. Paul

C. Denver, CO.

D. Omaha, NEB

21. What is the number of the truck shipping these materials?

A. 4-1311-A

B. 55119

C. T164-154

D. T104

22. How much do the Citizen Band radios weigh?

A. 12,500 lbs.

B. 6,000 lbs.

C. 5,000 lbs.

D. 1,500 lbs.

20

MANAGING THE PAPERWORK

WRITTEN POST-CHECK PM-1B

WRITTEN POST-CHECK MASTERY CRITERIA

YOU MUST GET AT LEAST 9 ANSWERS CORRECT OUT OF 12 POSSIBLE POINTS (APPROXIMATELY 80%) TO MASTER THIS WRITTEN POST-CHECK.

GO ON TO THE NEXT PAGE TO BEGIN THIS EVALUATION

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WRITTEN POST CHECK PM-1B

DIRECTIONS: List the eight easy steps to take at the scene of an accident:

STEP	ACTIONS
ONE	
TWO	
THREE	
FOUR	
FIVE	
SIX	
SEVEN	
EIGHT	

Now list the four bits of information which you should record at the scene of an accident:

ACCIDENT INFORMATION TO RECORD

MANAGING THE PAPERWORK

POST-CHECK MP-1A ANSWER KEY

(17 OUT OF 22 POINTS REQUIRED FOR MASTERY)

QUESTION	CORRECT ANSWER
1.	A
2.	C
3.	D
4.	A
5.	D
6.	B
7.	C
8.	C
9.	B
10.	C
11.	B
12.	C
13.	B
14.	D
15.	C
16.	C
17.	D
18.	B
19.	D
20.	B
21.	D
22.	D

POST-CHECK MP-1B ANSWER KEY

(9 OUT OF 12 POINTS REQUIRED FOR MASTERY)

STEP	ACTIONS
ONE	STOP YOUR VEHICLE
TWO	CLEAR YOUR HEAD
THREE	PROTECT THE SCENE
FOUR	ASSIST THE INJURED
FIVE	RECORD AND PROVIDE ESSENTIAL INFORMATION
SIX	KEEP YOUR COOL
SEVEN	STICK TO THE FACTS
EIGHT	COMPLETE RECORDS

ACCIDENT INFORMATION TO RECORD
LICENSE #s OF CARS AT SCENE
NAMES AND PHONE #s OF WITNESSES
POLICEMAN(S)' BADGE NUMBERS
DETAILED DIAGRAM OF THE SCENE

WRITING FOR TRUCKING

PRACTICE EXERCISE ANSWERS

EXERCISE WT-1

DEFINE YOUR PROBLEM

What was Mike's purpose for writing? *To tell Tim to talk to Mike about the details of picking up a load of materials at Ludwig Lumber*

PLAN YOUR SOLUTION

Who must get this information? *Tim Weld*

What format did Mike use? *Telephone message form*

What tone did Mike use? *Neutral;*

What information did Mike include? *To contact Mike about a pickup at Lundwig Lumber*

How did Mike organize the information? *What to do and who to contact for details*

WRITE THE MESSAGE

Mike wrote the message as shown on the form.

CHECK

	Yes	No
Did Mike accomplish his purpose?	X	------
Did Mike solve the problem?	X	--------

PROBLEM SOLVING CHECKLIST:

STEP ONE:	Define Your Problem
STEP TWO:	Plan Your Solution
STEP THREE:	Write the Message
STEP FOUR:	Check

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EXERCISE WT-2

TOO MANY WORDS	YOUR BETTER SENTENCE
1. At this point in time I am not really sure exactly what happened at the accident scene.	*1. I am not sure what happened in the accident.*
2. To the best of my recollection I remember only two people standing near the truck by the road.	*2. I remember two people standing by the truck.*
3. I would to take this opportunity to review the procedure for loading a trailer.	*3. I will now review the procedure for loading a truck.*
4. By the time I finish my CDL training I will be in a good position to take the written test.	*4. When I finish my CDL training, I will be ready for the written test.*
5. I would like to obtain my certification in the event that I find a job.	*5. I want to get certified in case I find a job.*
6. Leaving the cigarette lit in the ash tray is a very high potential fire hazard.	*6. I could cause a fire if I left the cigarette lit in the ash tray.*

SENTENCE	YOUR WORD CHOICE
7. I *can/may* drive the new truck to Oregon next week because my supervisor said that I have shown him that I know how.	**MAY**
8. If you do not take the blood alcohol test, it may *effect/affect* your ability to every work as a truck driver again.	**AFFECT**
9. We were *about/approximately* three quarters of the way across county when the right tractor tire blew out.	**ABOUT**

10. No matter what any of the other truck drivers think, I am reasonably sure that I did not say what you think I said to our supervisor.	*10. No matter what the other drivers think, I did not say that to our supervisor.*
11. It has come to my attention that you have not at this point in time found my check for last month's union dues.	*11. I understand that you did not find my check for last month's union dues.*
12. At this point in time I have spent of lot of effort in preparing for the union meeting.	*12. I have spent a lot of effort preparing for the union meeting.*

REWRITTEN REPORT

I am writing this memo to give you the information to complete an accident report describing my truck rollover on Interstate Highway 488 last week.

As my supervisor I know you are responsible for telling the State and Federal governments what happened when my truck and trailer flipped over on a slippery curve.

At about 3:00 am on Tuesday, January 12 I was driving around a curve going down a steep incline near Bolder, Colorado. Even though I was only going 42 mph, I just couldn't get around that corner without the trailer slipping off the road. The road was still wet from a rain storm about an hour before. When I came around the corner, a passenger car coming up the hill was on my side of the road . I had to swerve a little to avoid hitting the car. The brakes on my truck didn't seem to grab hold very well when tried to slow down. I had my seat belt on and was uninjured, but the tractor and trailer were destroyed.

The state patrol officer arrived about one half hour after the accident. Her badge number is 745. Two cars saw the accident. Their license numbers are: Colorado YTR-8992 and Wyoming RRO-3456.

I am really sorry this happened. I was going slowly and carefully, but the brakes just didn't seem to work. Call me if you have any questions.

EXERCISE WT-3

WORDY	YOUR BETTER SENTENCE
1. Please insure that you have taken the proper precautions when you anticipate driving through a snow storm.	1. Be prepared when you know you will be driving through a snow storm.
2. Let's not prolong this labor dispute so long that it will not be to our mutual benefit to settle it.	2. Let's not carry this disagreement on until we both will not be happy with the settlement.
3. It has come to my attention that you are of the impression that I did not pass my CDL certification exam.	3. I understand you think that I did not pass my CDL exam.

4. Before you load a truck, you must make sure all the paperwork is complete, sign all the forms, and check with your terminal supervisor.

5. The CDL video tapes were long, complicated, training exercises.

6. Even the tall, long-legged drivers had trouble reaching the truck foot controls.

7. When we finished our 12 hour drive over the road, we parked the truck, cleaned up, ate a nice dinner, and hit the sack.

8. I consider myself a good driver, but I feel that I still have a lot to learn.

9. We drove all the way from Minneapolis, Minnesota to Rapid City, South Dakota on an extremely hot day.

10. All of the new employees began work at the dock together, and the older truckers helped them learn the job.

11. It was a long, dangerous trip because of the changing weather conditions.

12. The proposed trucking job should last from January 13, 1993 to August 23, 1994.

13. I am interested in finding out how many more hours I need on-the-road, how much more classroom training I must attend, and how many more trucks I must load before getting promoted.

SENTENCE	YOUR WORD CHOICE
14. Understanding how to use the many forms of paperwork *make/makes* your job as a trucking employee easier.	**makes**
15. Even though you often try as hard as you can, things often *go/goes* wrong.	**go**

CAPITALIZING THE RIGHT WORDS.
(Correct letters are in **bold**)

16. The new computerized tracking system called **F**ind-**I**t is being used throughout the trucking industry.

17. Since it is a good company to work for, **C**oca-**C**ola is a prime target for many of the young trucking employees from **T**eamsters **L**ocal 491.

EXERCISE WT-4

WRITING ORGANIZATION

TOPIC TO ORGANIZE	METHOD
1. As part of a total quality improvement program your supervisor asks you to write a memo listing your suggestions for how to improve the operation of the trucking terminal. The winning suggestion gets a free dinner for two at the best steak house in town.	P
2. You witnessed a car accident while you were out driving on Interstate 454. The police department asks you to write a report describing what you saw.	**L**
3. A national trucking magazine is writing an article about the life of an over-the-rode cross country trucker. One of the writer's for the article asks you to write a brief description of a typical week in the life of this kind of trucker so that he can get an idea of how to do the article. If he likes your description, you may be profiled in the article.	**C**

EXERCISE WT-5

PROBLEM #1

You are loading a trailer at the terminal and the fork lift hits a pothole dumping three of the cases you are loading onto the blacktop. All three of the cases are damaged. When you look further, you discover that the cases were consigned to your company for shipping by ATI Medical Devices, Inc. The cases cannot be shipped as they are, and you know that there will be an insurance claim. Your supervisor, Bill Bugle, is off for a few hours. You decide that you must write up some kind of report to Bill describing what happened so that he will be able to tell the boss and the insurance claim people.

SOLUTION MEMO

DATE: (Today's Date)
TO: Bill Bugle
FROM: (Your Name)
RE: DAMAGE OF THREE CASES BEING SHIPPED FOR ATI MEDICAL DEVICES, INC.

I am writing to explain how three cases of medical devices we were shipping for ATI Medical Devices, Inc. were damaged.

When we were loading these cases on the truck, the fork lift hit a pothole. All three cases fell off the fork lift and crashed to the blacktop in the loading area.

We inspected the three cases and found that they were damaged. We decided that they should not be shipped.

We were being careful, but the black top is all torn up near the loading area. We didn't realize how bad the surface was until we started loading.

Please contact me for further details.

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PROBLEM #2

At 4:00 on January 12 you are working alone and answer the telephone. Drew Pauline of Pauline Air Conditioning Company (phone 715-444-3334) angrily asks for the terminal manager, Jake Willer. When you tell him that Jake is not around, he says "I will not accept this shipment of compressors I just got. They are not the ones I ordered and some of them are even damaged. Tell Jake to call me as soon as he gets back!"

PHONE MESSAGE SOLUTION

To *Jake Willer*

Date *1/12/93* **Time** *4:00* ☐ **AM** ☒ **PM**

WHILE YOU WERE OUT

M*r. Drew Pauline*

of *Pauline Air Conditioning Company*

Phone (*715*) *444-3334*
Area Code **Number** **Extension**

TELEPHONED	X	**PLEASE CALL**	X
CALLED TO SEE YOU		**WILL CALL AGAIN**	
WANTS TO SEE YOU		**URGENT**	X
	RETURNED YOUR CALL		

Message *He is upset because the compressors we sent him are the wrong ones and some are even damaged. He says he won't accept them!*

Operator *(Your Name)*

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PROBLEM #3

You are driving your 18-wheeler along a icy curve of Interstate Highway 48W at about 3:40 on January 13, 1993. As you approach the curve, your trailer slides out and crashes into a stalled car by the shoulder of the road. You were driving at 55 miles per hour. You are shaken up, your seat belt was on, and you are not hurt. It appears as if the car is totally destroyed. You realize that your supervisor, Carrie Lotts, will eventually have to write an accident report, so you decide to write a report to him while you wait for the state patrol to arrive.

MEMO SOLUTION

DATE: (Today's Date)
TO: Carrie Lotts
FROM: (Your Name)
RE: REPORT OF DAMAGE DONE BY MY TRUCK TO A STALLED CAR ON HIGHWAY 48W.

I am writing to explain how I hit a stalled car with my trailer.

The accident occurred on Interstate Highway 48W at 3:40 in the morning on January 13, 1993. My trailer slid out on a curve and crashed into the stalled car destroying it.

It was very slippery. I was driving at 55 miles per hour, but the trailer slid out on to the shoulder on a curve. I had my seat belt on and was not injured. I immediately called the State Patrol.

I am sorry this happened.

Please contact me for further details.

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INDIVIDUALIZED ON-THE-JOB WRITING PROBLEM

DIRECTIONS: Find a writing problem that you have in your day-to-day activities on the job. Bring this problem to class and discuss it with your instructor. Use class time with the instructor's help to solve this writing problem. Write the solution in class. Feel free to use any of the material in this learning module and anything you learned in the class. Use the PROBLEM SOLVING CHECKLIST to guide you.

REVIEW THIS WRITING PROBLEM WITH EACH INDIVIDUAL STUDENT

WRITING FOR TRUCKING

WRITTEN POST-CHECK

WRITTEN POST-CHECK MASTERY CRITERIA

YOU MUST ANSWER AT LEAST 20 QUESTIONS CORRECTLY OUT OF 25 POSSIBLE (80%) TO MASTER THIS WRITTEN POST-CHECK.

TURN TO THE NEXT PAGE TO BEGIN THE EVALUATION

WRITTEN POST-CHECK WT-1

REWRITING SENTENCES

DIRECTIONS: Look over the sentences in the left column below. Rewrite them in the box to the right of each sentence so they communicate better. (This section is worth 8 points.)

1. As a general rule it is a good idea to leave your truck locked at all times.	
2. I would think that we need lots more practice driving truck before we are ready for our road test.	
3. Safety on the road should be your first and foremost consideration on the road.	
4. If things do not get better here, I will have to terminate my employment with this company.	
5. We utilize the latest in training videos to keep out drivers up-to-date in terms of driving techniques.	
6. It would be very difficult for me to duplicate the accident in compliance with your request.	
7. I would consider it an honor and a privilege to represent our trucking company as a driver in the truck rodeo contest.	

8. I would like to take this opportunity to demonstrate the new backing up technique for the truck driving students.	

NOW TRY YOUR HAND AT MAKING SUBJECTS AND VERBS AGREE

DIRECTIONS: Look at the sentences below and write the correct word choice in the box to the right. The word choices are in *italics*.

SENTENCE	YOUR WORD CHOICE
9. Just because you complete a training program successfully *do/does* not mean that you will pass the over-the-road portion of the certification exam.	
10. Some employees complained, and the supervisor and steward *was/were* willing to stand up to the boss for them.	
11. Neither the federal agent nor the insurance investigator *was/were* willing to tell us what was the cause of the accident.	

NEXT CAPITALIZE THE RIGHT WORDS.

DIRECTIONS: Circle the words in the following sentences which should be capitalized.

12. It is a good idea to put a little petroleum jelly on the fittings before hooking up the hydraulics from trailer to tractor.

13. We are offering a one time special offer on free hats for those who attend the sales presentation on the new fork lift products from bob cat.

14. Sometimes it helps to put band-aids over blisters to make it easier to hold the steering wheel for a long time on the new peterbuilt.

NOW DETERMINE WAYS TO ORGANIZE INFORMATION BEFORE YOU WRITE IT.

DIRECTIONS: Below is a list of topics which need to be organized and written in a short memo form. Read and think about each topic carefully. Then decide which of the four methods listed you think would be the best way to organize this material. Write the letter of your choice of organization method in the column at the right. Make sure you can describe the reason(s) why you picked the method for each topic. We did one to show you how it is done.

ORGANIZATION METHODS	
L = Order of Location	A = Alphabetical Order
C = Chronological Order	P = Priority Order

TOPIC TO ORGANIZE	**METHOD**
As part of a total quality improvement program your supervisor asks you to write a memo listing you suggestions for how to improve the operation of the trucking terminal. The winning suggestion gets a free dinner for two at the best steak house in town.	P
15. Your supervisor is developing a training program to teach new employees how to load and unload trailers. She asks you to make a list of all the tools and equipment used on the dock to handle cargo along with the use for each of them.	
16. You must write a memo to your union steward describing why you have not been to union meetings lately. Your are a single parent will two small children at home. The union meetings are on Tuesday night when your kids are home with you. You can't afford day care for the evenings when you pay for it all day. Your also hate to leave your kids home with anyone else at night because you live in a dangerous neighborhood.	

FINALLY WRITE A SHORT MEMO (Worth 9 points)

DIRECTIONS: Use the blank form an the next page to write a short memo to solve the following problem:

You are loading a trailer at the terminal and the fork lift hits a pothole dumping four of the cases you are loading onto the blacktop. All four of the cases are damaged. When you look further, you discover that the cases were consigned to your company for shipping by Jon & John Manufacturing, Inc. The cases cannot be shipped as they are, and you know that there will be an insurance claim. Your supervisor, Mary Marcotte, is off for a few hours. You decide that you must write up some kind of report to Mary describing what happened so that she will be able to tell the boss and the insurance claim people.

Use the blank form on the next page to write your report.

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WRITTEN POST-CHECK WT-1

WRITTEN POST-CHECK WT-1

REWRITING SENTENCES

1. As a general rule it is a good idea to leave your truck locked at all times.	*1. Always leave your truck locked.*
2. I would think that we need lots more practice driving truck before we are ready for our road test.	*2. We need lots more practice driving truck before taking our road test.*
3. Safety on the road should be your first and foremost consideration on the road.	*3. Safety on the road is the most important part of driving.*
4. If things do not get better here, I will have to terminate my employment with this company.	*4. If job conditions do not improve, I will have to quit.*
5. We utilize the latest in training videos to keep out drivers up-to-date in terms of driving techniques.	*5. We keep our drivers current on new techniques with our training videos.*
6. It would be very difficult for me to duplicate the accident in compliance with your request.	*6. I can't really reconstruct the accident as you asked.*
7. I would consider it an honor and a privilege to represent our trucking company as a driver in the truck rodeo contest.	*7. I would be proud to drive for our company in the truck rodeo.*

8. I would like to take this opportunity to demonstrate the new backing up technique for the truck driving students.	*8. Now I am going to show you the new backing up technique.*

MAKING SUBJECTS AND VERBS AGREE

SENTENCE	**YOUR WORD CHOICE**
9. Just because you complete a training program successfully *do/does* not mean that you will pass the over-the-road portion of the certification exam.	**does**
10. Some employees complained, and the supervisor and steward *was/were* willing to stand up to the boss for them.	**were**
11. Neither the federal agent nor the insurance investigator *was/were* willing to tell us what was the cause of the accident.	**was**

CAPITALIZING THE RIGHT WORDS
(Correct words are capitalized in **bold**)

12. It is a good idea to put a little petroleum jelly on the fittings before hooking up the hydraulics from trailer to tractor.

13. We are offering a one time special offer on free hats for those who attend the sales presentation on the new fork lift products from Bob cat.

14. Sometimes it helps to put **B**and-**A**ids over blisters to make it easier to hold the steering wheel for a long time on the new **P**eterbuilt.

WRITTEN POST-CHECK WT-1

PRACTICING IN ORGANIZING FOR WRITING

ORGANIZATION METHODS	
L = Order of Location	A = Alphabetical Order
C = Chronological Order	P = Priority Order

TOPIC TO ORGANIZE	METHOD
As part of a total quality improvement program your supervisor asks you to write a memo listing you suggestions for how to improve the operation of the trucking terminal. The winning suggestion gets a free dinner for two at the best steak house in town.	P
15. Your supervisor is developing a training program to teach new employees how to load and unload trailers. She asks you to make a list of all the tools and equipment used on the dock to handle cargo along with the use for each of them.	**A**
16. You must write a memo to your union steward describing why you have not been to union meetings lately. Your are a single parent will two small children at home. The union meetings are on Tuesday night when your kids are home with you. You can't afford day care for the evenings when you pay for it all day. Your also hate to leave your kids home with anyone else at night because you live in a dangerous neighborhood.	P

WRITTEN POST-CHECK WT-1

SHORT MEMO (Worth 9 points)

You are loading a trailer at the terminal and the fork lift hits a pothole dumping four of the cases you are loading onto the blacktop. All four of the cases are damaged. When you look further, you discover that the cases were consigned to your company for shipping by Jon & John Manufacturing, Inc. The cases cannot be shipped as they are, and you know that there will be an insurance claim. Your supervisor, Mary Marcotte, is off for a few hours. You decide that you must write up some kind of report to Mary describing what happened so that she will be able to tell the boss and the insurance claim people.

DATE: (Today's Date)
TO: Mary Marcotte
FROM: (Your Name)
RE: DAMAGE OF FOUR CASES BEING SHIPPED FOR JON & JOHN MANUFACTURING, INC.

I am writing to explain how four cases we were shipping for Jon & John Manufacturing, Inc. were damaged.

When we were loading these cases on the truck, the fork lift hit a pothole. All four cases fell off the fork lift and crashed to the blacktop in the loading area.

We inspected the four cases and found that they were damaged. We decided that they should not be shipped.

We were being careful, but the black top is all torn up near the loading area. We didn't realize how bad the surface was until we started loading.

Please contact me for further details.

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USING TRUCKING LANGUAGE

USING TRUCKING LANGUAGE

PRACTICE EXERCISE ANSWERS

EXERCISE #	QUESTION #	CORRECT ANSWER
UL-1	1.	c. PC
	2.	d. Copy of shipping order
	3.	a. Part short
	4.	b. FLF
	5.	b. PRO
	6.	NOI=Not Otherwise Indexed
	7.	COLL=Collect freight charges only
	8.	SIC=Station identification code
	9.	BBLS=Barrels
	10.	TERM=Terminal
	11.	HHG
	12.	LTL
	13.	COD
	14.	DEST
	15.	PPD
	16.	EXP or EXPD
	17.	LTL
	18.	SIC
	19.	PC
	20.	PTS
UL-2	1.	d. Pro label
	2.	b. A shipment loaded in the front of a trailer.
	3.	a. Blocking
	4.	d. A temporary trailer wall which prevents freight shifting.
	5.	a. Porta crane
UL-3	1.	d. TMAN
	2.	b. Bill of Lading
	3.	a. Diagonal line
	4	c. Customer

	5.	c. Overage
	6.	b. freight which is separated from the movement document.
	7.	d. top heavy freight.
	8.	b. To repair damaged cartons or containers
UL-4	1.	b. Chock
	2.	c. A tractor pulling an empty trailer
	3.	d. Bobtail
	4.	a. Fifth wheel
	5.	d. Exception
UL-5	1.	a. Mark
	2.	d. Linehaul
	3.	d. Giving truckers instructions on how to transport hazardous materials for the U.S. Government
	4.	b. Load factor
	5.	d. concealed loss.

USING TRUCKING LANGUAGE

WRITTEN POST-CHECK UL-1A

WRITTEN POST-CHECK MASTERY CRITERIA

YOU MUST ANSWER AT LEAST 16 QUESTIONS CORRECTLY OUT OF 20 POSSIBLE (APPROXIMATELY 80%) TO MASTER THIS WRITTEN POST-CHECK.

TURN TO THE NEXT PAGE TO BEGIN THE EVALUATION

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WRITTEN POST-CHECK UL-1A

DIRECTIONS: Answer the questions about trucking abbreviations which follow by selecting the letter of the correct response. You many not use your learning materials for this evaluation.

1. Which one of the following abbreviations means *paper*?

   a. PPD

   b. PTS

   c. PSRT

   d. PPR

2. What does LTL mean?

   a. light truck load

   b. less than truckload

   c. loose

   d. linehaul

3. What does COSO mean?

   a. chemicals

   b. connecting carrier

   c. consignee

   d. copy of shipping order

4. Which of the following abbreviations means *a nine digit number assigned to each freight shipment?*

   a. PRO

   b. SIC

   c. NMFC

d. PU

5. Which of the following terms means *to hurry a shipment*?

a. PPD

b. EXP

c. LSE

d. TERM

DIRECTIONS: Write the meanings of the following abbreviations in the blanks which follow:

6. CONS: _____

7. NOS: _____

8. SIC: _____

9. COD: _____

10. NOI: _____

DIRECTIONS: The abbreviations in bold letters below are incorrect. Write the correct abbreviation in the blank which follows each sentence.

11. **LTD QTL** means less than a truckload. _____

12. **COD** is the abbreviation used to describe a situation where the driver should collect only the freight charges when s/he delivers a load.

---

13. The correct abbreviation to refer to a carton of goods is **CC**.

---

14. The abbreviation for forklift is **FTGS** _____

15. **PSRT** is the abbreviation for prepaid merchandise. _____

WRITTEN POST-CHECK UL-1A

DIRECTIONS: Answer the following questions by putting the correct abbreviation in the blank which follows each question. Pick from the following abbreviations:

CONS	FB
HHG	PPR
PU	BBLS
BL	PSRT

16. What abbreviation would you use that would indicate that there were several barrels of goods in a shipment? _____

17. What abbreviation would you find on shipping paperwork that would indicate the person or company that would receive the shipped goods? _____

18. What abbreviation would indicate that the goods being shipped were things like home furniture and carpet? _____

19. What abbreviation refers to the Bill of Lading? _____

20. What abbreviation would you see on paperwork that indicates that some items were short for a shipment? _____

USING TRUCKING LANGUAGE

WRITTEN POST-CHECK UL-1B

WRITTEN POST-CHECK MASTERY CRITERIA

YOU MUST ANSWER AT LEAST 16 QUESTIONS CORRECTLY OUT OF 20 POSSIBLE (APPROXIMATELY 80%) TO MASTER THIS WRITTEN POST-CHECK.

TURN TO THE NEXT PAGE TO BEGIN THE EVALUATION

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DIRECTIONS: Answer the questions about trucking terms which follow by selecting the letter of the correct response. You may not use your learning materials for this evaluation.

1. Which of the following is the legal contract between the shipper and the carrier?

   a. TMAN

   b. FBDS

   c. Bill of Lading

   d. Coso

2. The *diagonal line* in trucking language is

   a. an imaginary line drawn across the width of a trailer which marks the center of the trailer.

   b. a line drawn diagonally on the delivery receipt from the lower left corner for any shipment that has an exception.

   c. the indicator of the high side of a trailer.

   d. an indicator of a top heavy load in a trailer.

3. The person or organization which hires your company to handle their freight is called the

   a. connecting carrier.

   b. consignor.

   c. customer.

   d. consignee.

4. The term that is used to describe the percentage of a trailer which is full is

   a. density.

b. stacking

c. cube.

d. overage.

5. What is the term used when the actual count of shipment pieces is less than the piece count shown on the movement document?

a. overage

b. shortage

c. noseload

d. high and tight

6. The term used to describe freight which must be tied to the wall of the trailer to prevent it from tipping over is

a. pyramid freight.

b. top freight.

c. top heavy freight.

d. nose freight.

7. What is the term used to describe a 28 foot trailer designed to be pulled in sets by one tractor?

a. dolly

b. pup

c. chock

d. deadhead

8. What is a *dolly*?

a. a tractor pulling an empty trailer

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b. a wood, metal, or rubber object used to block a trailer's wheel while it is parked

c. a slang term used to refer to the front of a trailer

d. a single axle unit used to hook to trailers together

9. The term used to describe movement of a tractor without the trailer attached to it is

a. bobtail.

b. linehaul.

c. hubometer.

d. overload.

10. What is the device called which hooks the trailer to the tractor of a dolly?

a. pup

b. fifth wheel

c. landing gear

d. loaded hook

11. Freight which has been separated from the movement document is called

a. hazardous waste.

b. overfreight.

c. a refused shipment.

d. an exception.

12. A *deadhead* is

a. a tractor pulling an empty trailer.

b. a 28 foot trailer designed to be pulled in sets of two by one tractor.

c. a tractor which has broken down on the road.

d. a single axle unit used to hook two trailers together.

13. What is a *hubometer*?

a. a supervisor in charge of daily pickup and delivery operations

b. the support legs located at the front of the trailer that hold the trailer up when it is unhooked from the tractor

c. a meter on the wheel of a tractor used to record mileage<

d. an object used to block trailer wheels

c. a counter on the back of the trailer used to calculate the number of pieces in a trailer

14. What is the term used to describe a large shipment?

a. load factor

b. mark

c. skid

d. FBDS

15. The name given to a consolidation center's cutoff time for reshipping and releasing outbound freight that was picked up the previous day is

a. load release.

b. load factor.

c. window period.

d. red line.

16. Another name for *pallet* is

a. seal.

b. chock.

c. skid.

d. nose.

17. The computed value of weight loaded into trailers computed by the miles the trailer travels is called

a. load release.

b. linehaul.

c. a stretch wrap.

d. load factor.

18. Which one of the following terms best describes the movement of trailers from one location to another over your company's designated routes?

a. linehaul

b. diagonal line

c. red line

d. loaded hook

19. The person who does the actual shipping of goods is called a

a. customer.

b. consignee.

c. consignor.

d. mark.

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20. A shortage, overage , or damage that occurred to a shipment is called

a. overfreight.

b. exception.

c. refused shipment.

d. hazardous waste.

UNDERSTANDING TRUCKING LANGUAGE

POST-CHECK UL-1A ANSWER KEY

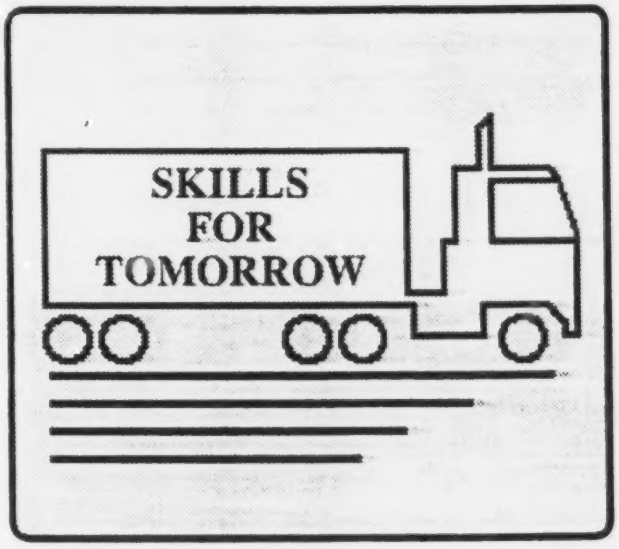
(16 OUT OF 20 POINTS REQUIRED FOR MASTERY)

QUESTION	CORRECT ANSWER
1.	d
2.	b
3.	d
4.	a
5.	b
6.	consignee
7.	not otherwise specified
8.	station identification code
9.	collect on delivery
10.	not otherwise indexed
11.	LTL
12.	COLL
13.	CTN
14.	FLF
15.	PPD
16.	BBLS
17.	CONS
18.	HHG
19.	BL
20.	PSRT

POST-CHECK MP-UL-1B
(16 OUT OF 20 POINTS REQUIRED FOR MASTERY)

QUESTION	CORRECT ANSWER
1.	c
2.	b
3.	c
4.	c
5.	b
6.	c
7.	b

8.	d
9.	a
10.	b
11.	b
12.	a
13.	c
14.	b
15.	c
16.	c
17.	d
18.	a
19.	c
20.	b



MANAGING THE PAPERWORK

DESCRIPTION

As is true of any kind of business, a trucking employee must understand and complete several kinds of documents. Some of these written documents help your company do business more efficiently and others are required by state and federal law. The better you understand how to complete and use these documents, the more successful your company will be and the more effective you will be as an employee.

NORTHEAST METRO TECHNICAL COLLEGE
AND
MINNESOTA TEAMSTERS SERVICE BUREAU

WORKPLACE LITERACY RESOURCE CENTER
1-800-832-4916

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WORKPLACE LITERACY PROJECT

COMMERCIAL DRIVERS LICENSE

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Special thanks to Harold Yates, President of the Minnesota Teamsters Joint Council #32, for facilitating the involvement of a number of trucking companies in the Minnesota Teamsters Service Bureau Workplace Literacy Project

1992

SKILLS YOU WILL LEARN

• SKILL #1: Describe the following seven trucking forms:

FORM USED IN LOADING TRAILERS

1. **LOAD MANIFEST/RELEASE used for documenting all shipments for a certain destination**

FORMS USED IN UNLOADING TRAILERS

2. **T-MAN computer printout used for unloading trailers**

3. **TERMINAL UNLOADING CHECK SHEET used for noting T-Man exceptions**

4. **EXPEDITE/DOCK WRITE UP used for tracing missing pieces or unmarked freight**

5. **BILL OF LADING (COSO) used as a shipping order left at the dock when freight is loaded**

FORM USED IN RESPONDING TO ACCIDENTS

6. **MOTOR CARRIER ACCIDENT REPORT required for reporting an accident**

• SKILL #2: Identify proper conduct at the scene of an accident.

MASTERY

Mastery of these skills requires that the you complete:

- **All learning activities**

- **Written Post-Checks with a score of at least 17 out of 22 (80%) points correct on part A and at least 9 our of12 (80%) on part B.**

Notice that each of these skills describes:

- **What you must do**
- **How you will prove you can do it**
- **How accurate you must be when you do the task**

The skills are listed this way so you know exactly how you must perform.

WHY THESE SKILLS ARE IMPORTANT

Tracking merchandise is a critical part of any shipping business. Many companies have even computerized this tracking process to make it more precise. There is, however, no substitute for the critical eye of people handling the cargo in the various situations you will find yourself in as a trucking employee. The tracking system is only as good as the information you put into it. The customer relies on you to insure that the right goods arrive with each shipment. Your employer depends on you to make sure that goods are loaded and delivered properly. And your job depends on managing the paperwork of trucking efficiently and accurately. Learning to "manage your paperwork" will make your customer and the government satisfied, your employer successful, and you a happy employee.

LEARNING ACTIVITIES

You complete this module successfully by performing several tasks. Each time you are asked to do a task, you will see a little symbol indicating which kind of activity you must perform. These learning activities are identified below. Look these symbols over carefully.

READ

You will read assigned written material.

VIEW

You will view material such as videotapes, slides, pictures, or graphics.

LISTEN

You will listen to some material such as an audio tape, an instructor, or a demonstration.

STUDY

You will study and concentrate on learning material such as an important procedure or chart.

PRACTICE

You will practice a performance such as an important procedure.

COMPLETE

You will do a written practice, a quiz, or an examination.

WHENEVER ONE OF THESE SYMBOLS APPEARS, YOU WILL KNOW WHAT KIND OF ACTIVITY YOU WILL PERFORM NEXT.

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LEARNING DIRECTIONS

The format of this module is arranged so following directions and learning each skill is easy. The following **sample** is what your Learning Directions will look like for each task in this module. Look this **sample** over carefully:

SAMPLE SKILL: Write a check for your electricity bill.

√	LEARNING ACTIVITY	RESOURCES
	VIEW	
	1. View "Proper Check Writing."	1. Unit One in videotape: Managing Your Money by I. M. Somebody.
	COMPLETE	
	2. Write the answers to exercise.	2. Exercise LM-1 "Proper Check Writing" which follows in this learning module.
	3. Hand in your completed Exercise LM-1.	3. Instructor.
	PRACTICE	
	4. Write four sample checks.	4. Exercise LM-2 "Writing Checks" at the end of this learning module.
	STUDY	
	5. Find out what mistakes you made, if any, in writing sample checks and study for the post-check.	5. Corrected Exercise LM-2, videotape, instructor, and other students.
	COMPLETE	
	6. When you feel that you are ready, take Written Post-Check LM-1.	6. Instructor and Written Post-Check LM-1 (available from instructor).

NOTICE THAT YOU CAN PLACE A LITTLE √ MARK IN THE COLUMN AT THE LEFT AS YOU COMPLETE EACH **LEARNING ACTIVITY**. THIS WILL HELP YOU KEEP YOUR PLACE IN THE LEARNING PROCESS FOR THIS MODULE.

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SKILL #1: DESCRIBE THE FOLLOWING SEVEN TRUCKING FORMS

In order to learn Skill #1 successfully, do the following:

√	LEARNING ACTIVITY	RESOURCES
	READ	
	1. Read "UNDERSTANDING THE LOAD MANIFEST/RELEASE."	1. INFORMATION SHEET MP-1 "UNDERSTANDING THE LOAD MANIFEST/RELEASE" which follows in this section of the module.
	PRACTICE	
	2. Do the practice exercise to help you understand the contents of the LOAD MANIFEST/RELEASE.	2. EXERCISE MP-1 "PRACTICING THE LOAD MANIFEST/RELEASE" which follows in this section of the module.
	3. Check your answers to EXERCISE MP-1.	3. Discuss with instructor.
	READ	
	4. Read "UNDERSTANDING THE T-MAN."	4. INFORMATION SHEET MP-2 "UNDERSTANDING THE T-MAN" which follows in this section of the module.
	PRACTICE	
	5. Do the practice exercise to help you understand the contents of the T-MAN.	5. EXERCISE MP-2 "PRACTICING THE T-MAN" contained in this section of the module.
	6. Check your answers to EXERCISE MP-2.	6. Discuss with instructor.
	READ	
	7. Read "UNDERSTANDING THE TERMINAL UNLOADING CHECK LIST."	7. INFORMATION SHEET MP-3 "UNDERSTANDING THE TERMINAL UNLOADING CHECK LIST" which follows in this section of the module.

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	PRACTICE	
	8. Do the practice exercise to help you understand the contents of the TERMINAL UNLOADING CHECK LIST.	8. EXERCISE MP-3 "PRACTICING THE TERMINAL UNLOADING CHECK LIST" which follows in this section of the module.
	9. Check your answers to EXERCISE MP-3.	9. Discuss with instructor.
	READ	
	10. Read "UNDERSTANDING THE EXPEDITE/DOCK WRITE UP."	10. INFORMATION SHEET MP-4 "UNDERSTANDING THE EXPEDITE/DOCK WRITE UP" which follows in this section of the module.
	PRACTICE	
	11. Do the practice exercise to help you understand the contents of the UNDERSTANDING THE EXPEDITE/DOCK WRITE UP.	11. EXERCISE MP-4 "PRACTICING THE EXPEDITE/DOCK WRITE UP" which follows in this section of the module.
	12. Check your answers to EXERCISE MP-4.	12. Discuss with instructor.
	READ	
	13. Read "UNDERSTANDING THE STRAIGHT BILL OF LADING (COSO)."	13. INFORMATION SHEET MP-5 "UNDERSTANDING THE STRAIGHT BILL OF LADING (COSO)" which follows in this section of the module.
	PRACTICE	
	14. Do the practice exercise to help you understand the contents of "UNDERSTANDING THE STRAIGHT BILL OF LADING (COSO)."	14. EXERCISE MP-5 "PRACTICING THE STRAIGHT BILL OF LADING (COSO)" which follows in the this section of the module.
	15. Check your answers to EXERCISE MP-5.	15. Discuss with instructor.

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	READ	
	16. Read "UNDERSTANDING THE MOTOR CARRIER ACCIDENT REPORT."	16. INFORMATION SHEET MP-6 "UNDERSTANDING THE MOTOR CARRIER ACCIDENT REPORT" which follows in this section of the module.
	STUDY	
	17. Study for the Written Post-Check.	17. Information sheets, corrected Exercises, instructor, and other students.
	COMPLETE	
	18. When you feel that you are ready, take Written Post-Check MP-1A.	18. Instructor and Written Post-Check MP-1A (available from instructor).

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INFORMATION SHEET MP-1

UNDERSTANDING THE LOAD MANIFEST/RELEASE

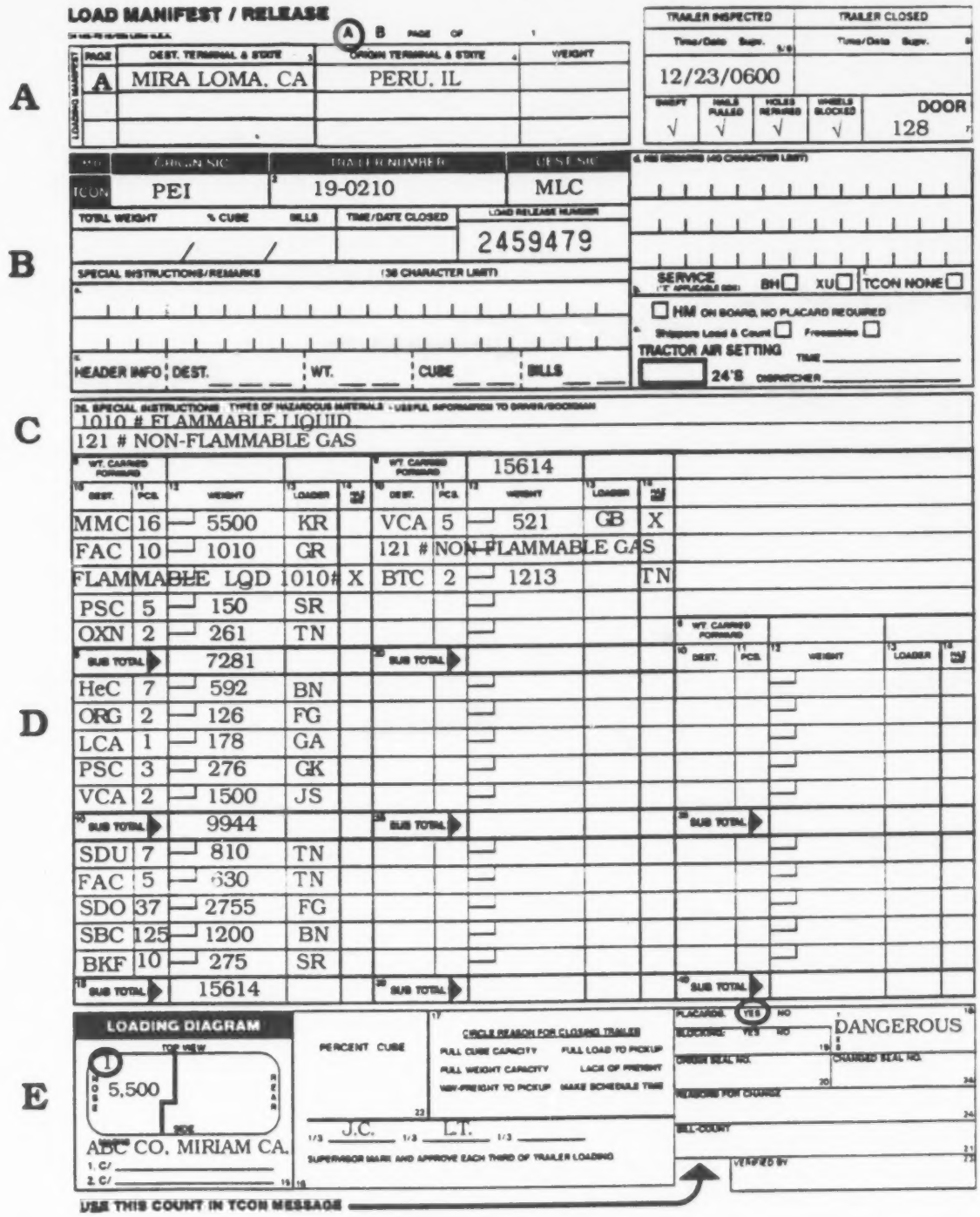
PURPOSE

Once a trailer is loaded, an accurate list of the items to be shipped and other information such as consignee and destination must be recorded. The tool used to document this trailer cargo information is the LOAD MANIFEST/RELEASE form. You should become familiar with this form even if you are not the one who completes it. You must know how the read and use it to have contro[illegible] the trailer cargo.

Take a look at the sample completed Load/Release Manifest form shown on the next page. We will be discussing its contents next.

INFORMATION SHEET MP-1

SAMPLE COMPLETED LOAD MANIFEST/RELEASE FORM



LOAD MANIFEST / RELEASE

A B PAGE 1 OF 1

LOADING MANIFEST	PAGE	DEST. TERMINAL & STATE	ORIGIN TERMINAL & STATE	WEIGHT
	A	MIRA LOMA, CA	PERU, IL	

TRAILER INSPECTED				TRAILER CLOSED
Time/Date	Supv.	Time/Date	Supv.	
12/23/0600				

SHEET	NAILS PULLED	HOLES REPAIRED	WHEELS BLOCKED	DOOR
√	√	√	√	128

A

TCON	ORIGIN SIC	TRAILER NUMBER	DEST. SIC
	PEI	19-0210	MLC

TOTAL WEIGHT	% CUBE	BILLS	TIME/DATE CLOSED	LOAD RELEASE NUMBER
/	/			2459479

B

SPECIAL INSTRUCTIONS/REMARKS (30 CHARACTER LIMIT)

HEADER INFO | DEST. | WT. | CUBE | BILLS

HM REMARKS (40 CHARACTER LIMIT)

SERVICE (IF APPLICABLE SEE): BH ☐ XU ☐ TCON NONE ☐

☐ HM ON BOARD, NO PLACARD REQUIRED

Shippers Load & Count ☐ Freezables ☐

TRACTOR AIR SETTING ☐ 24'S TIME DISPATCHER

C

26. SPECIAL INSTRUCTIONS TYPES OF HAZARDOUS MATERIALS - USEFUL INFORMATION TO DRIVER/BOOKMAN

1010 # FLAMMABLE LIQUID
121 # NON-FLAMMABLE GAS

9 WT. CARRIED FORWARD					9 WT CARRIED FORWARD		15614		
10 DEST.	11 PCS.	12 WEIGHT	13 LOADER	14 HAZ MAT	10 DEST.	11 PCS.	12 WEIGHT	13 LOADER	14 HAZ MAT
MMC	16	5500	KR		VCA	5	521	GB	X
FAC	10	1010	GR		121 # NON-FLAMMABLE GAS				
FLAMMABLE LQD		1010#	X		BTC	2	1213		TN
PSC	5	150	SR						
OXN	2	261	TN						
9 SUB TOTAL		7281			20 SUB TOTAL				

D

HeC	7	592	BN						
ORG	2	126	FG						
LCA	1	178	GA						
PSC	3	276	GK						
VCA	2	1500	JS						
10 SUB TOTAL		9944			28 SUB TOTAL				
SDU	7	810	TN						
FAC	5	630	TN						
SDO	37	2755	FG						
SBC	125	1200	BN						
BKF	10	275	SR						
18 SUB TOTAL		15614			30 SUB TOTAL				

9 WT. CARRIED FORWARD				
10 DEST.	11 PCS.	12 WEIGHT	13 LOADER	14 HAZ MAT
40 SUB TOTAL				

E

LOADING DIAGRAM

TOP VIEW

1 NOSE 5,500 REAR SIDE

ABC CO. MIRIAM CA.

1. C/
2. C/

PERCENT CUBE

CIRCLE REASON FOR CLOSING TRAILER

FULL CUBE CAPACITY — FULL LOAD TO PICKUP
FULL WEIGHT CAPACITY — LACK OF FREIGHT
MIX-FREIGHT TO PICKUP — MAKE SCHEDULE TIME

1/3 J.C. 1/3 L.T. 1/3

SUPERVISOR MARK AND APPROVE EACH THIRD OF TRAILER LOADING

PLACARDS YES NO DANGEROUS

BLOCKING YES NO

CARRIER SEAL NO. CHANGED SEAL NO.

REASONS FOR CHANGE

BILL COUNT

VERIFIED BY

USE THIS COUNT IN TCON MESSAGE

BEST COPY AVAILABLE

NOTE: The letters A through E down the left hand column were added for the purpose of instruction. This will make it easier to explain the content of the form. The items in ( ) which follow are the actual items from the form. The contents of the sample LOAD MANIFEST/RELEASE are:

SECTION A

This part of the form identifies the place where the trailer contents came from and where it will be shipped. In this case, the cargo will be shipped to Mira Loma, California and came from Peru, Illinois. Do not use SIC codes here. Use the full name and destination terminal. Notice that in this case this is page (A) of the form. The dock door number is 128.

IMPORTANT: Prepare a separate Load Manifest for *each destination.* The first Load Manifest is the A sheet and would be the nose load of the trailer. The second Load Manifest is the B sheet which describes the rear load of the trailer.

Notice also that the trailer inspection and closing information is also included in this section. (12/23 0600) indicating this trailer was inspected on December 23 at 6:00 in the morning. This is the time the trailer was put on the dock for loading.

SECTION B

This part of the form describes basic trailer identification information as well as the SIC codes for where the trailer is coming from (PEI) and where it is going (MLC). Make sure that you use the full trailer number (19-0210). If there are hazardous materials on board which do not require placards, check the HM box on the right hand side of this section. Then list the actual hazardous materials in SECTION C number 25 (SPECIAL INSTRUCTIONS).

SECTION C

This portion of the form is the place where any special instructions can be documented. In the example, two hazardous materials are included on the trailer (1010 # Flammable Liquid and 121 # Non-Flammable Liquid).

SECTION D

This part of the form lists detailed information on the cargo included in the trailer. Notice that the destinations are listed by SIC code (MMC) and include the number of pieces loaded for each destination (16) as well as the initials of the loader (KR). Notice that the two hazardous materials are listed in brackets [ ] and an "X" mark is included in the column if the shipment is hazardous. If you are starting a new column or a second page of a manifest, carry forward the weight from the last section or page.

SECTION E

This final section of the form contains a Loading Diagram showing the location and weight of the Consignee's merchandise in the nose of the trailer (5,500 ABC Company). Use this diagram for pieces of 5,000 lbs. or more. Notice that the Percent Cube area documents the loading of each 1/3 of the trailer with the initials of the one responsible for loading each section.

The TCON section identifies basic information such as whether placards and blocking were used in the trailer and any other special information about how the trailer is loaded. Notice that a DANGEROUS placard is required because of the hazardous material on the truck.

NOTE: We have not attempted to discuss all of the information which is or may be contained on this form. Most LOAD MANIFEST/RELEASE forms have detailed instructions on the back to assist in completing all of the necessary parts of the form.

LOOK THIS SAMPLE LOAD MANIFEST/RELEASE OVER CAREFULLY AND CONTACT YOUR INSTRUCTOR IF YOU HAVE ANY QUESTIONS.

EXERCISE MP-1

PRACTICING THE LOAD/MANIFEST RELEASE

DIRECTIONS: Look the following completed form over carefully and answer the questions on the next page:

LOAD MANIFEST / RELEASE

A B PAGE OF 1

A

PAGE	DEST. TERMINAL & STATE 3	ORIGIN TERMINAL & STATE 4	WEIGHT
A	MIRA LOMA, CA	PERU, IL	

TRAILER INSPECTED			TRAILER CLOSED	
Time/Date Supv. 5/6			Time/Date Supv. 6	
12/23/0600				
SHEET	NAILS PULLED	HOLES REPAIRED	WHEELS BLOCKED	DOOR 7
√	√	√	√	128

B

TCON	ORIGIN SIC	TRAILER NUMBER 3	DEST SIC
	PEI	19-0210	MLC

TOTAL WEIGHT	% CUBE	BILLS	TRIP/DATE CLOSED	LOAD RELEASE NUMBER
/	/			2459479

SPECIAL INSTRUCTIONS/REMARKS (30 CHARACTER LIMIT)

a.

c. HEADER INFO | DEST. | WT. | CUBE | BILLS

4. (30 CHARACTER LIMIT)

SERVICE (IF APPLICABLE 5000) BH ☐ XU ☐ TCON NONE ☐

☐ HM ON BOARD, NO PLACARD REQUIRED

b. Shippers Load & Count ☐ Freezables ☐

TRACTOR AIR SETTING ☐ 24'S TIME DISPATCHER

C

26. SPECIAL INSTRUCTIONS/ TYPES OF HAZARDOUS MATERIALS - USEFUL INFORMATION TO DRIVER/DOCKMAN

1010 # FLAMMABLE LIQUID

121 # NON-FLAMMABLE GAS

D

9 WT. CARRIED FORWARD					9 WT CARRIED FORWARD		15614			
10 DEST.	11 PCS.	12 WEIGHT	13 LOADER	14 TRAILER	10 DEST.	11 PCS.	12 WEIGHT	13 LOADER	14 TRAILER	
MMC	16	5500	KR		VCA	5	521	GB	X	
FAC	10	1010	GR		121 # NON-FLAMMABLE GAS					
FLAMMABLE LQD		1010#	X		BTC	2	1213		TN	
PSC	5	150	SR							
OXN	2	261	TN							
9 SUB TOTAL		7281			9 SUB TOTAL					
HeC	7	592	BN							
ORG	2	126	FG							
LCA	1	178	GA							
PSC	3	276	GK							
VCA	2	1500	JS							
9 SUB TOTAL		9944			9 SUB TOTAL					
SDU	7	810	TN							
FAC	5	630	TN							
SDO	37	2755	FG							
SBC	125	1200	BN							
BKF	10	275	SR							
9 SUB TOTAL		15614			9 SUB TOTAL					

9 WT. CARRIED FORWARD				
10 DEST.	11 PCS.	12 WEIGHT	13 LOADER	14 TRAILER
9 SUB TOTAL				

E

LOADING DIAGRAM

TOP VIEW

1 5,500

SIDE

ABC CO. MIRIAM CA.

1. C/ _____

2. C/ _____ 19 18

PERCENT CUBE 22

17 CIRCLE REASON FOR CLOSING TRAILER

FULL CUBE CAPACITY | FULL LOAD TO PICKUP

FULL WEIGHT CAPACITY | LACK OF FREIGHT

NON-FREIGHT TO PICKUP | MAKE SCHEDULE TIME

1/3 J.C. 1/3 L.T. 1/3 _____

SUPERVISOR MARK AND APPROVE EACH THIRD OF TRAILER LOADING

PLACARDS YES NO 7 DANGEROUS 8

BLOCKING YES NO 19

ORIGIN SEAL NO. 20

CHANGED SEAL NO. 24

REASONS FOR CHANGE 24

BILL/COUNT 21 23

VERIFIED BY

USE THIS COUNT IN TCON MESSAGE

MANAGING THE PAPERWORK

EXERCISE MP-1

1. List the two types of hazardous materials which are on the truck represented by the previous completed Load Manifest/Release Form.

---

2. What is the total weight of the cargo on the truck?_____

3. How many pieces are bound for the SIC code designation SDO?_____

4. Circle the minimum weight of cargo for one consignee which must be identified on the Loading Diagram in the lower left hand portion of the form.

4,200 lbs.

5,000 lbs.

5,200 lbs.

6,000 lbs.

5. Name the location where this shipment originated:_____

UNDERSTANDING THE T-MAN

All phases of truck cargo transportation are documented with paperwork. In order to insure that goods are tracked carefully, the loading and unloading of merchandise must be documented precisely. Computers are often used by most trucking companies making this tracking process accurate and easy to manage.

To understand this tracking process, you must understand the way the computer records and reports the contents of trailers. One critical record of the trailer contents produced by the computer is the T-MAN printout.

T-MAN

T-MAN is short for Truck Manifest. This document is produced by your company's computer to identify the contents of a loaded trailer. It usually takes the form of a computer printout like the one which follows.

PURPOSE

The T-MAN is used as a reference when unloading a trailer to insure that all items identified as being in the trailer are actually there. If there are differences between what the T-MAN indicates is on the trailer and what you actually find there when unloading it, you must document those differences on the Terminal Unloading Check Sheet discussed later in this module.

It is important to realize that most trucking companies have their own computer programs to produce the T-MAN. We are using only an example here of what a T-MAN looks like. The one your trucking company uses may be somewhat different from the example included here, but the information contained on the T-MAN will be essentially the same as on the one shown on the next page.

CONTINUE TO THE NEXT PAGE AND LOOK OVER THE SAMPLE T-MAN PRINTOUT

INFORMATION SHEET MP-2

SAMPLE TRUCK MANIFEST
(T-MAN)

LOOK OVER THIS SAMPLE TRUCK MANIFEST CAREFULLY AND THEN PROCEED TO THE NEXT PAGE.

1110 1-15-93 MPLG
PROS ON TRAILER 15-2957 LOADED BY SSD FOR MPL AT 1900/14 9604/75/3
STATUS IS AR-MPL-0622/15 LD RLSE # 9777683

CONSIGNEE	HDR PRO	WGT	PCS	MTR PCS	BILL DEST	LOAD DOOR	LOAD POINT	PRO #	PICKUP DATE
OVERVILLE FNH		1379	4	4	CIO	13	COL	937-243263	1/14/93
LASKA FORD TRACTOR		1710	3	3	VAG	26	ATL	937-243252	1/14/93
BILL'S FORD TR & E		6515	13	13	FVA	16	OKC	937-343274	1/14/93
			20	20					
TRAILER TOTAL:	3 PROS	9604 LBS		9604 MTR LBS				0 NON-MTR LBS	

1118 1-15-93 MPLG
LOAD DOOR SUMMARY FOR 15-2957
LOADED BY SSD FOR MPL AT 1900/14 9604/75/3
STATUS IS AR-MPL-0622/15 LD RLSE # 9777683

DOOR	LD POINT	SHPMNTS	WGT	MTR WGT	PCS	MTR PCS
13	COL	1	1379	1379	4	4
16	OKC	1	6515	6515	13	13
26	ATL	1	1710	1710	3	3

END OF REPORT

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NOTE: The numbers 1-4 on the following Truck Manifest example were added for purposes of instruction to make it easier to explain the contents of the printout. The items in ( ) which follow the explanations are the actual items from the previous printout. The contents of the previous T-MAN are:

SECTION 1.

```
1110  1-15-93  MPLG
PROS ON TRAILER   15-2957  LOADED BY SSD FOR MPL AT 1900/14
9604/75/3
STATUS IS AR-MPL-0622/15 LD RLSE # 9777683
```

This part of the T-MAN describes the basic loading information for the trailer. In this example:

- Date this T-MAN was printed is January 15, 1993 (1-15-93)
- Trailer loaded at Sioux Falls, South Dakota (SSD) for shipment to Minneapolis (MPLG)
- Time of loading was 7:00 PM on January 14, 1993 (1900/14)
- Trailer arrived in Minneapolis at 6:22 am on January 15, 1993 (STATUS IS AR-MPL-0622/15)
- The Load Release number is 9777683 (LD RLSE # 9777683). This number is assigned by those supervising the loading of the trailer.

BEST COPY AVAILABLE

SECTION 2.

CONSIGNEE	HDR PRO	WGT	PCS	MTR PCS	BILL DEST	LOAD DOOR	LOAD POINT	PRO #	PICKUP DATE
OVERVILLE FNH		1379	4	4	CIO	13	COL	937-243263	1/14/93
LASKA FORD TRACTOR		1710	3	3	VAG	26	ATL	937-243252	1/14/93
BILL'S FORD TR & E		6515	13	13	FVA	16	OKC	937-343274	1/14/93
			20	20					
TRAILER TOTAL:	3 PROS	9604 LBS		9604 MTR LBS				0 NON-MTR LBS	

This part of the T-MAN details the specific cargo in the trailer. In this example:

- The trailer contains merchandise from the *three companies* named (CONSIGNEE)
- For one company the weight of the goods for Laska Ford Tractor Company is 1710 pounds and is in 3 parts which were loaded from door 26 in Atlanta (ATL)
- The goods were picked up from Laska Ford Tractor Company on January 14, 1993 (1/14/93)
- The total weight of the trailer goods is 9604 pounds all of which are metered (9604 MTR LBS)

NOTE THAT THERE ARE TWO OTHER CONSIGNEES WITH PACKAGES ON THE TRAILER

SECTION 3.

```
1118 1-15-93 MPLG
LOAD DOOR SUMMARY FOR  15-2957
LOADED BY SSD FOR MPL AT 1900/14 9604/75/3
STATUS IS AR-MPL-0622/15  LD RLSE # 9777683
```

This part of the T-MAN summarizes the information from the point of view of those who did the actual loading. It includes the loading destination and time/date (MPL AT 1900/14) and the arrival data (AR-MPL-0622/15).

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SECTION 4.

DOOR	LD POINT	SHPMNTS	WGT	MTR WGT	PCS	MTR PCS
13	COL	1	1379	1379	4	4
16	OKC	1	6515	6515	13	13
26	ATL	1	1710	1710	3	3

END OF REPORT

This part of the T-MAN provides a quick summary of the contents of the trailer.

LOOK THIS SAMPLE T-MAN OVER CAREFULLY AND CONTACT YOUR INSTRUCTOR IF YOU HAVE ANY QUESTIONS.

BEST COPY AVAILABLE

EXERCISE MP-2

PRACTICING THE T-MAN

Let's take a few moments to practice reading the T-MAN printout. Below is a sample T-MAN printout. Look it over carefully and try to answer the questions which follow without looking back at INFORMATION SHEET MP-1.

After you have done your best on this practice exercise, turn back to Information Sheet MP-1 to get some help in understanding the questions for this exercise. When you feel like you have completed all the answers the best that you can, review the answers with your instructor.

SAMPLE T-MAN PRINTOUT

2113 1-18-93 MPLG
PROS ON TRAILER 16-3122 LOADED BY SSD FOR MPL AT 1850/17 9604/75/3
STATUS IS AR-MPL-0733/18 LD RLSE # 9882243

CONSIGNEE	HDR PRO	WGT	PCS	MTR PCS	BILL DEST	LOAD DOOR	LOAD POINT	PRO #	PICKUP DATE
CENTURY FORD		1820	5	5	CIO	10	COL	946-345645	1/17/93
PINE IMPLEMENT		1730	7	7	VAG	18	ATL	946-345622	1/17/93
ORTON MACHINERY		5518	11	11	FVA	19	OKC	946-342366	1/17/93
			23	20					
TRAILER TOTAL:	3 PROS	9068 LBS		9068 MTR LBS				0 NON-MTR LBS	

2116 1-18-93 MPLG
LOAD DOOR SUMMARY FOR 16-3122
LOADED BY SSD FOR MPL AT 1850/14 9604/75/3
STATUS IS AR-MPL-0733/18 LD RLSE # 9882243

DOOR	LD POINT	SHPMNTS	WGT	MTR WGT	PCS	MTR PCS
10	COL	1	1820	1820	5	5
18	OKC	1	1730	1730	7	7
19	ATL	1	5518	5518	11	11

END OF REPORT

EXERCISE MP-2

Answer the following questions by referring to the previous T-MAN printout:

1. How many pros are on the trailer?_____

2. From what door were the packages from Pine Implement loaded?

---

3. What is the total weight of the cargo from Century Ford?_____

4. What is the total weight of the cargo on the trailer?_____

5. At what time and on what date was this trailer loaded?

   Time:_____

   Date:_____

6. What is the load release number for this trailer?_____

INFORMATION SHEET MP-3

UNDERSTANDING THE TERMINAL UNLOADING CHECK SHEET

NOTE: The Terminal Unloading Check Sheet is located *on the back side* of the Load Manifest/Release.

The Terminal Unloading Check Sheet is the primary document used to record the condition and count of freight as it is unloaded. It is an important claim prevention tool. It is used to:

- Locate shortages by showing where a misloaded shipment might have occurred.
- Track stray freight by providing a record of such freight that is without billing.
- Establish where damage has occurred if proper notes are made. Every dock employee must be very careful in providing accurate exception information.

The above uses are possible only if you complete the Terminal Unloading Check Sheet properly. Look over the sample completed sheet which follows on the next page.

INFORMATION SHEET MP-3

TERMINAL UNLOADING CHECK SHEET

TRAILER WEIGHT	ORIGIN TERMINAL	TRAILER NUMBER
24,910 C	EMP D	17-110 E

1.

SEAL NUMBER REMOVED	√	SAME AS ON FRONT BOX 20B	NUMBER OF SHIPMENTS	UNLOADING TERMINAL	TIME/DATE STARTED
159762 A			35 F	STC G	20:10/17 H

SPECIAL INSTRUCTIONS:

CONDITION OF LOAD: GOOD | FAIR | POOR — X J

SHOW PCS., WT., PRO NUMBER, OR "NO BILL" ON ALL EXCEPTIONS. SHOW SHPR ORIGIN, CONSIGNEE/DEST AND COMMODITY ON OVERS WITHOUT BILLS. DESCRIBE POOR LOADING PROBLEMS FOUND

2.

PCS.	WEIGHT	PRO NO. OR NO BILL	EXCEPTIONS-DESCRIBE PROBLEM FOUND	UNLOADER NAME
12	462	178-621932	4 CARTONS CRUSHED	T.N.
35	710	141-839610	5 CARTONS SHORT	T.N.
150	7,133	269-181620	NOT CHECKED NOT TRANSFERED	T.N.

3.

TRAILER INSPECTED, FLOOR SWEPT, NAILS PULLED, NO LEAKS, NO HOLES IN FLOOR, TARPS/BOWS IN PLACE, DOOR O.K.

√ O.K. TO RELOAD ☐ NEED REPAIR WORK BEFORE RELOADING

FOREMAN-SUPERVISOR	TIME/DATE FINISHED
D. Foreman M	00:05/18 N

When you are responsible for unloading the trailer, do the following:

- Check your bill packet and establish that you are at the correct door.

- Check the trailer number and make sure it corresponds with the number on your bill packet.

NOTE: The numbers 1-3 on the previous completed Terminal Unloading Check Sheet were added for purpose of instruction to make it easier to explain the contents of the check sheet. The items in ( ) which follow are the actual items from the sample check sheet. Refer to the completed check sheet as you study the following:

SECTION 1: Complete the heading section of the check sheet. The information needed can be found on the Load Manifest/Release. Note that items such as trailer weight (24,910), place where the shipment came from (EMP), trailer number (17-110), seal number on the door (159762), number of shipments (35), location where you are unloading the trailer (STC), and time you begin unloading (20:10/17) must be entered. The third item on the form was labeled "NOT CHECKED" because it stayed on the trailer.

- Make sure that the seal number on the trailer matches the seal number on the load release. If the seal number does not match the seal on the Load Marifest/Release, contact your supervisor immediately and note it on the Special Instructions section of the form. The √ was entered by the unloader to show that the seal number was the same.

SECTION 2: Unload the trailer using the Load Manifest/Release form. Every time you find something different than is indicated on the Load Manifest/Release form or damaged items, enter the piece count (12), weight (462), pro number (178-621932), and the problem (4 cartons crushed) on the Terminal Unloading Check Sheet. Make sure that you initial the Unloader Name section (T.N.) for each exception you enter. If no weight is shown for an item, have it weighed and enter it on the check sheet.

When you have completed unloading the trailer, check the condition of the load and check one of the items under CONDITION OF LOAD in the upper right hand corner of the form.

- Sweep the trailer, pulling any nails.

- Notify your supervisor if there is any damage to the trailer such as doors not operating properly, holes in the side, and roof leaking.

SECTION 3: Check the status of the trailer such as O.K. TO RELOAD and the date/time you finished unloading and cleaning the trailer. (00:05/18). Have the supervisor sign the form and your unloading of this trailer is complete.

EXERCISE MP-3
PRACTICING THE TERMINAL UNLOADING CHECK SHEET

TERMINAL UNLOADING CHECK SHEET

TRAILER WEIGHT C	ORIGIN TERMINAL B	TRAILER NUMBER A
24,910	EMP	17-110

1.

SEAL NUMBER REMOVED A	√	SAME AS ON FRONT SIDE (Y or N)	NUMBER OF SHIPMENTS F	UNLOADING TERMINAL G	TRAILER STARTED H
159762			35	STC	20:10/17

SPECIAL INSTRUCTIONS:

CONDITION OF LOAD: GOOD X FAIR POOR

SHOW PCS., WT., PRO NUMBER, OR "NO BILL" ON ALL EXCEPTIONS. SHOW SHPR ORIGIN, CONSIGNEE, DEST. AND COMMODITY ON OVERS WITHOUT BILLS. DESCRIBE POOR LOADING PROBLEMS FOUND.

2.

	PCS.	WEIGHT	PRO NO. OR NO BILL	EXCEPTIONS-DESCRIBE PROBLEM FOUND	UNLOADER NAME
1	12	462	178-621932	4 CARTONS CRUSHED	T.N.
2	35	710	141-839610	5 CARTONS SHORT	T.N.
3	150	7,133	269-181620	NOT CHECKED NOT TRANSFERED	T.N.
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					

3.

TRAILER INSPECTED, FLOOR SWEPT, NAILS PULLED, NO LEAKS, NO HOLES IN FLOOR, TARPS/BOWS IN PLACE, DOOR O.K.

√ O.K. TO RELOAD ☐ NEED REPAIR WORK BEFORE RELOADING

FOREMAN-SUPERVISOR M	TIME/DATE FINISHED N
D. Foreman	00:05/18

EXERCISE MP-3

DIRECTIONS: Use the form on the previous page to answer the following questions:

1. Why were the items with pro number 269-181620 not checked?

---

2. Who puts the check mark in the area in Section 1 and if checked, what does that mean?

Who?_____

Meaning?_____

3. How many shipments where on the trailer?_____

4. Why are the three items listed on this form?

---

5. What was the general condition of the entire load on the trailer?

INFORMATION SHEET MP-4

UNDERSTANDING THE EXPEDITE/DOCK WRITE UP

PURPOSE

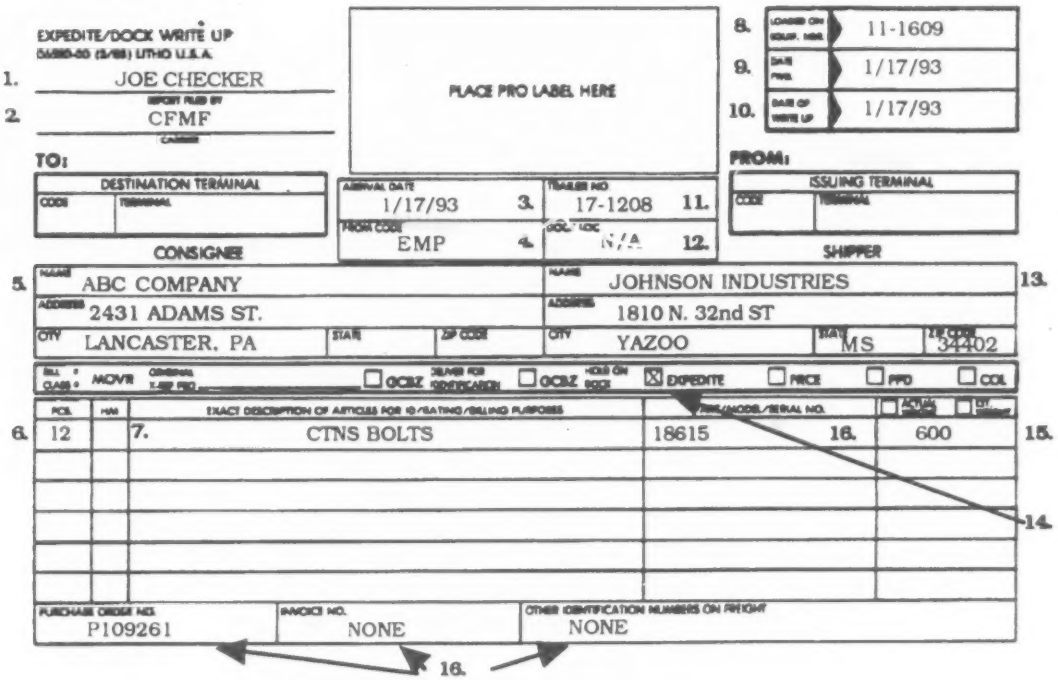
The Expedite/Dock Write Up form should be completed for shipments which are without forms and for shipments which are missing from the forms. This form is used to document shipments when *forms for the shipment cannot be located through other means.*

This form must be filled out completely, a supervisor must sign it, and a pro number must be assigned to the shipment before it can be loaded out. Make sure that all information is complete or the box is marked with N/A, meaning Not Applicable, before presenting the form to the supervisor.

Look over the sample completed form which follows on the next page:

INFORMATION SHEET MP-4

SAMPLE COMPLETED EXPEDITE/DOCK WRITE UP


EXPEDITE/DOCK WRITE UP

1. JOE CHECKER
2. CFMF

PLACE PRO LABEL HERE

8. 11-1609
9. 1/17/93
10. 1/17/93

TO:

DESTINATION TERMINAL — CODE — TERMINAL

ARRIVAL DATE 1/17/93 3. TRAILER NO. 17-1208 11.
FROM CODE EMP 4. DOOR LOC. N/A 12.

CONSIGNEE

5. NAME ABC COMPANY
ADDRESS 2431 ADAMS ST.
CITY LANCASTER, PA STATE ZIP CODE

FROM:

ISSUING TERMINAL — CODE — TERMINAL

SHIPPER

NAME JOHNSON INDUSTRIES 13.
ADDRESS 1810 N. 32nd ST
CITY YAZOO STATE MS ZIP CODE 34402

BILL CLASS MOVR ORIGINAL T.ORD NO. ☐ OCBZ SEARS FOR IDENTIFICATION ☐ OCBZ HOLD ON DOCK ☒ EXPEDITE ☐ PRICE ☐ PPD ☐ COL

PCS.	HM	EXACT DESCRIPTION OF ARTICLES FOR ID/RATING/BILLING PURPOSES	TYPE/MODEL/SERIAL NO.	ACTUAL ☐ ST.	
6. 12		7. CTNS BOLTS	18615 16.	600	15.
					14.

PURCHASE ORDER NO. P109261 — INVOICE NO. NONE — OTHER IDENTIFICATION NUMBERS ON FREIGHT NONE

16.

NOTE: The numbers 1-16 were added for purpose of instruction to make it easier to explain the contents of the write up. The items in ( ) which follow are the actual items from the sample write up.

ITEMS:

1. Your Name (Joe Checker)
2. Carrier (CFMF)
3. Arrival Date (1/17/93)
4. SIC Trailer Came From (EMP)
5. Complete Address of Consignee (ABC Company
2431 Adams St.
Lancaster, PA. 17603)
6. Number of Pieces (12)
7. Description (CTNS BOLTS)
8. OB Equipment Number (11-1609)
9. Date Forwarded (1/17/93)
10. Date of Write Up (1/17/93)
11. IB Trailer Number (171208
12. Dock Location (N/A)
13. Shipper (Johnson Industries)
14. Check Expedite Block
15. Weight (600)
16. Part #(18651), PO #(P109261), Invoice (NONE) and other IDs(NONE)

OTHER NOTES ABOUT COMPLETING THE FORM:

- If a pro label is found, write the number in the space beside the bill class MOVR.

- If a pro number is not found and the shipment cannot be identified by a PO number, the shipment will be routed to the destination terminal by the supervisor and a pro number will be issued.

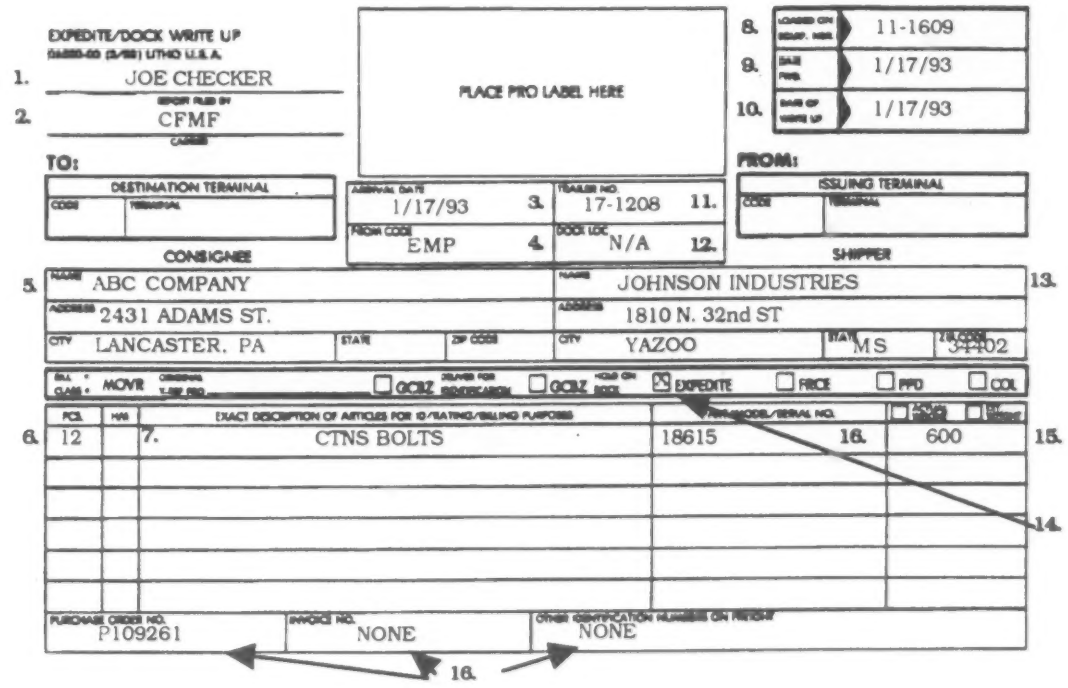
- The white copy of this form moves with the freight, the sticker is attached to a piece of the shipment, and the gold copy goes to the office for billing.

- When preparing a Hazardous Materials Expedite, put an "X" in the HM column on each line containing hazardous materials of hazardous substance description. The basic description must be shown in the exact same sequence as that shown on the original Bill of Lading (COSO).

EXERCISE MP-4

PRACTICING THE EXPEDITE/DOCK WRITE UP

DIRECTIONS: Look the following completed form over carefully and answer the questions below:



EXPEDITE/DOCK WRITE UP

1. JOE CHECKER
2. CFMF

PLACE PRO LABEL HERE

8. 11-1609
9. 1/17/93
10. 1/17/93

TO: CONSIGNEE

DESTINATION TERMINAL — CODE — TERMINAL

ARRIVAL DATE 1/17/93 3. TRAILER NO. 17-1208 11.
FROM CODE EMP 4. DOCK LOC N/A 12.

FROM: SHIPPER

ISSUING TERMINAL — CODE — TERMINAL

5. NAME ABC COMPANY — ADDRESS 2431 ADAMS ST. — CITY LANCASTER, PA — STATE — ZIP CODE

NAME JOHNSON INDUSTRIES 13. — ADDRESS 1810 N. 32nd ST — CITY YAZOO — STATE MS — ZIP CODE 39402

BILL # / CARD # MOVR — ORIGINAL T.ARR.PRO — ☐ GCBZ DELIVER FOR INTERCHANGE — ☐ GCBZ HOLD ON DOCK — ☒ EXPEDITE — ☐ FRCE — ☐ PPD — ☐ COL

PCS.	HM	EXACT DESCRIPTION OF ARTICLES FOR ID/RATING/BILLING PURPOSES	VIN/MODEL/SERIAL NO.	ACTUAL WEIGHT
6. 12		7. CTNS BOLTS	18615 16.	600 15.

14.

PURCHASE ORDER NO. P109261 — INVOICE NO. NONE — OTHER IDENTIFICATION NUMBERS ON REVIEW NONE

16.

1. What are the two situations in which you would use this form?

---

2. Who is the shipper of these materials?

---

3. Who completed this report? _____

4. Where did this trailer come from? _____

5. When was this form completed? _____

INFORMATION SHEET MP-5

UNDERSTANDING THE STRAIGHT BILL OF LADING (COSO)

PURPOSE

The most important document between the shipper, your customer, and the carrier is the Bill of Lading. The Bill of Lading is used for three purposes:

1. A RECEIPT - issued by the carrier to a shipper for goods received for transportation

When a carrier receives goods from a shipper to transport, the carrier must, according to law, issue a Bill of Lading identifying:

A. The name and place of business of the consignor or shipper

B. The name and place of business of the consignor or receiver of the goods

C. At the option of the shipper, the route over which the shipment should travel

D. The initials and car number on carload freight

E. A full description of the articles and the manner in which they are packed

F. The gross weight, agreed weight, estimated weight, or number of packages

G. The freight rate and the total charges

The Bill of Lading should also specify any special services desired or required for the shipment in question, such as stopping in transit, icing in transit, trap car service, or any similar special service feature.

2. A CONTRACT - for carriage of goods

As a contract of carriage, the Bill of Lading serves the same purpose as any other contract entered into between two persons. When the carrier receives the goods and properly issues a Bill of Lading, the carrier is bound by a legal contract. Like all other contracts, a Bill of lading must show the conditions and

limitations of the agreement. These conditions and limitations are shown on the back of the Bill of Lading.

3. A TITLE TO THE GOODS - serving as documentary evidence in case of dispute or controversy.

The Bill of Lading serves as *prima facie* evidence in case there is a dispute as to what was actually shipped or under what conditions items were intended to be shipped.

We will use an example of a Straight Bill of Lading for our discussion here.

NOTE: The numbers 1-28 were added for purpose of instruction to make it easier to explain the contents of the write up. The items in ( ) which follow are the actual items from the sample write up.

Look over the sample complete form which follows on the next page:

INFORMATION SHEET MP-5

SAMPLE COMPLETED STRAIGHT BILL OF LADING

CONTAINS HAZARDOUS MATERIALS

FOR HELP IN CHEMICAL EMERGENCIES INVOLVING SPILL, LEAK, FIRE OR EXPOSURE CALL TOLL-FREE 1-800-424-9300 DAY OR NIGHT

STRAIGHT BILL OF LADING
ORIGINAL - NOT NEGOTIABLE

1. Shipper's No. 4-1311-A

2. CARRIER: NMTC SCAC

3. Carrier's No. T164-154

5. Date

TO: 6. Consignee: AJ. HOYT CO. Street: 133 3RD AVE. S. Destination: DENVER, CO. Zip 80177

FROM: 4. Shipper: 3M Street: 808 INDUSTRIAL BLVD. Origin: ST. PAUL. MN. Zip 55119

7. Route: NMTC TO OMAHA. NEB. ROADWAY TO DENVER. COLO.

Vehicle 8. Number T104

9.	10.	11.	12.	13.	14.	15.	16.
40		TELEVISIONS-COLOR			6,000		
50		STEREO RADIOS			5,000		
100		MODEL 21 C.B. RADIOS			1,500		

Remit C.O.D. to: 17. Address: NONE City: State: Zip:

18. COD Amt: $ NONE

C.O.D. FEE: 19. Prepaid ☐ Collect ☐ $

20. NOTE — Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property. The agreed or declared value of the property is hereby specifically stated by the shipper to be not exceeding $350,000 Per GR 20.

C.P. Johnson 21.

FREIGHT CHARGES 22. ☐ PREPAID ☑ COLLECT

23. RECEIVED, subject to the classifications and tariffs in effect on the date of issue of this Bill of Lading, the property described above in apparent good order, except as noted (contents and condition of contents of packages unknown), marked, consigned, and destined as indicated above which said carrier (the word carrier being understood throughout this contract as meaning any person or corporation in possession of the property under the contract) agrees to carry to its usual place of delivery at said destination, if on its own road or its own water line, otherwise to deliver to another carrier on the route to said destination. It is agreed, as to each carrier of all or any of said property over all or any portion of said route or to destination, and as to each party at any time interested in all or any of said property, that every service to be performed hereunder shall be subject to all the conditions not prohibited by law, whether printed or written, herein contained, including the conditions in the governing classifications and the rules and terms and conditions on hereby agreed to by the shipper and accepted for himself and his assigns.

This is to certify that the above-named materials are properly classified, described, packaged, marked and labeled and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.

27. C.P. Johnson

PALLETS REQUIRED 25. NONE

CARRIER SIGNATURE SUPPLIED ☐ YES ☐ NO — NOTATION BY CARRIER IF GIVEN UNDER PROTEST 26.

SHIPPER: 3M
PER: C.P. Johnson
DATE: 1/2/93

28. CARRIER: NMTC
PER: C.T. Hope
DATE: 1/2/93

EMERGENCY RESPONSE TELEPHONE NUMBER: ( )

Manned 24 hours/day by a person with knowledge of the hazards of the material and emergency response information or who has access to a person with that knowledge.

CONTAINS HAZARDOUS MATERIALS

FOR HELP IN CHEMICAL EMERGENCIES INVOLVING SPILL, LEAK, FIRE OR EXPOSURE CALL TOLL-FREE 1-800-424-9300 DAY OR NIGHT

ITEMS:

1. Shipper's Number (4-1311A) - Ask the shipper for this number. If the shipper doesn't have a number, write NONE in this blank.

2. Carrier (NMTC) - Enter the name of the company for which you are driving.

3. Carrier's Number (T164-154) - Enter the dispatcher for this number. If there is no number, leave the blank empty.

4. From (3M, 808 Industrial Blvd., St. Paul, Mn, 55119) - Enter name, address, and origin of freight.

5. Date (January, 15, 1993) - Enter the date of shipment writing out the month.

6. To (A. J. Hoyt Co., 133 3rd Ave So., Denver, Colo., 80117) - Enter name, and address of the receiver of the goods.

7. Route (NMTC to Omaha, Neb. Roadway to Denver, Colo.) - If the driver will take the shipment only part of the way, enter the drop off point and the name of the company picking up the shipment here.

8. Vehicle Number (T104) - Enter the number of the trailer in which the freight is being loaded.

9. No. Shipping Units (40) - Enter the number of packages of each type of cargo.

10. HM - Mark an "X" in this blank if the truck contains hazardous materials.

11. Kinds of Packages (Television-Color) - Enter the proper shipping name for the items in the trailer.

12. Hazard Class - If the trailer contains hazardous material, enter the proper hazard class here.

13. I.D. Number - If the trailer contains hazardous material, enter its identification number here.

14. Weight (6,000) - Enter the weight of the freight loaded.

15. Rate - The cost of shipping the freight will be entered in this space later by the rate clerk.

16. Labels Required - Enter the label here for freight, such as hazardous material, which needs to be labeled.

17. Remit C.O.D. to (NONE)- If the shipment is Cash On Deliver, enter the name and address where the driver will collect.

18. COD Amt (NONE)- If the shipment is Cash On Delivery, enter the amount of money to be collected from the consignee.

19. C.O.D. - If the Collect box is checked (√), then the consigner is billed for prepaid and the consignee is billed for collect. In the preceding completed form example the driver does not have to collect.

20. If the shipper wants to use the declared value of the shipment for determining freight rate, the ICC will approve the declared value in a letter. The Shipper must write the declared rate in this box. ($350,000 PER GROSS)

21. The carrier must collect all charges if the shipper signed this box.

22. Freight Charges - If either the Prepaid or the Collect box is marked, the driver does not have to collect any charges. This identifies who will be paying for the freight charges.

23. This area must be signed by the shipper to verify that the freight meets all the specifications and conditions required by law and the classification.

24. This area must be signed by the shipper to verify that the freight meets all the specifications and conditions required by law and the classification.

25. Placards Required (NONE) - If the freight you are picking up is hazardous, enter "Yes" indicating that placards are required.

26. Placards Supplied - If placards are furnished by the shipper, mark the Yes box. When placards are furnished by your company, mark the No - Furnished By Carrier box.

27. Shipper: (3M) - Enter name of shipper
Per (C. P. Johnson)- Enter shipping clerk's signature
Date (1-2-93)- Enter the date you received the freight

28. Carrier: (NMTC) - Enter name of carrier for which you drive
Per (C. T. Hope) - Enter driver's signature
Date (1-2-93) - Enter date you received the freight

SINCE THE BILL OF LADING IS SUCH AN CRITICAL DOCUMENT, IT IS EXTREMELY IMPORTANT THAT IT BE ACCURATE AND NEAT. BE SURE THAT YOUR HANDWRITING CAN BE EASILY READ.

EXERCISE MP-5

PRACTICING THE STRAIGHT BILL OF LADING (COSO)

DIRECTIONS: Write your answers to each of the following questions and statements in the space provided.

1. List the three purposes for the Bill of Lading:

   A. _____

   B. _____

   C. _____

2. Place an "X" by each item which follows that is required on every Bill of Lading.

   _____ Name and address of shipper

   _____ Name and address of carrier

   _____ Name and address of consignee

   _____ A description of articles

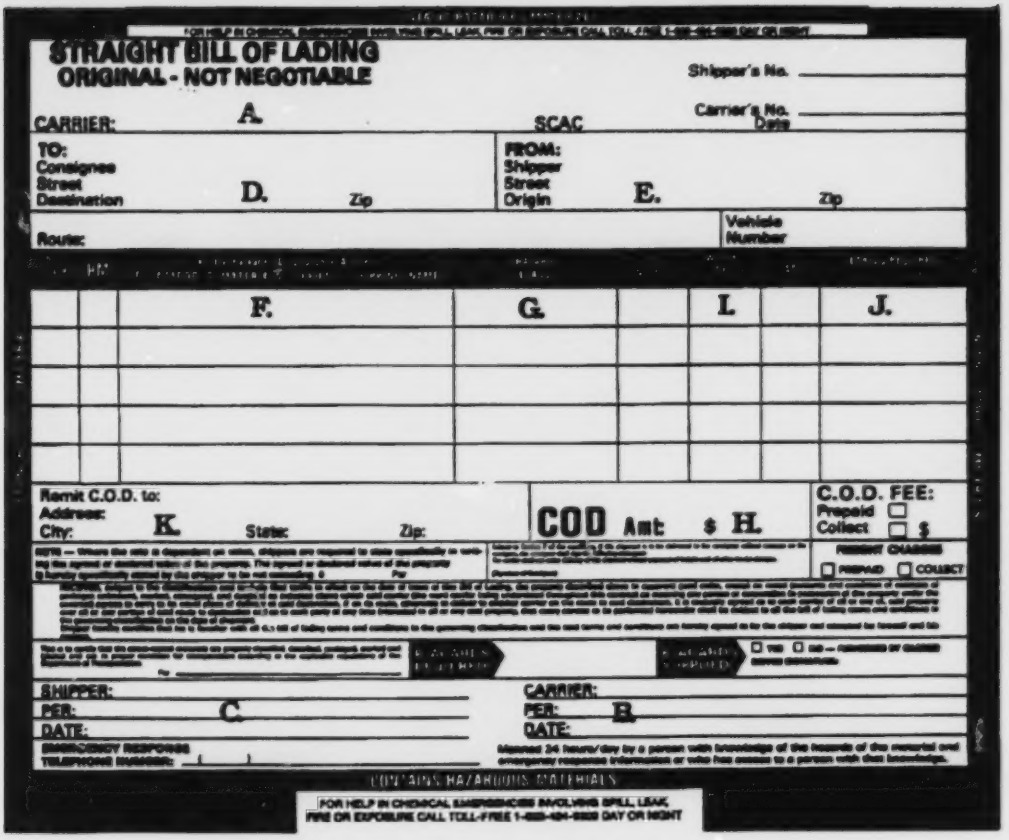
   _____ The specific route followed by the shipment

   _____ The weight of the articles shipped

3. Is the Bill of Lading a legal contract? (Yes/No)_____

REFER TO THE SAMPLE BILL OF LADING ON THE NEXT PAGE WHEN ANSWERING QUESTIONS #4-#10.

EXERCISE MP-5



STRAIGHT BILL OF LADING
ORIGINAL - NOT NEGOTIABLE

Shipper's No. _____

CARRIER: A. SCAC

Carrier's No. _____ Date

TO: Consignee / Street / Destination D. Zip

FROM: Shipper / Street / Origin E. Zip

Route:

Vehicle Number

		F.	G.		I.		J.

Remit C.O.D. to: Address: City: K. State: Zip:

COD Amt: $ H.

C.O.D. FEE: Prepaid ☐ Collect ☐ $

FREIGHT CHARGES ☐ PREPAID ☐ COLLECT

SHIPPER: PER: C. DATE:

CARRIER: PER: B. DATE:

EMERGENCY RESPONSE TELEPHONE NUMBER: ( )

Manned 24 hours/day by a person with knowledge of the hazards of the material and emergency response information or who has access to a person with that knowledge.

CONTAINS HAZARDOUS MATERIALS

FOR HELP IN CHEMICAL EMERGENCIES INVOLVING SPILL, LEAK, FIRE OR EXPOSURE CALL TOLL-FREE 1-800-424-9300 DAY OR NIGHT

4. What would you write in blank A? _____

---

5. Write the letter of the blank where you would sign your name if you picked up a shipment _____

6. Write the letter of the blank that you would use to write the name of the receiver of the shipment. _____

7. What would you write in blank C?_____

---

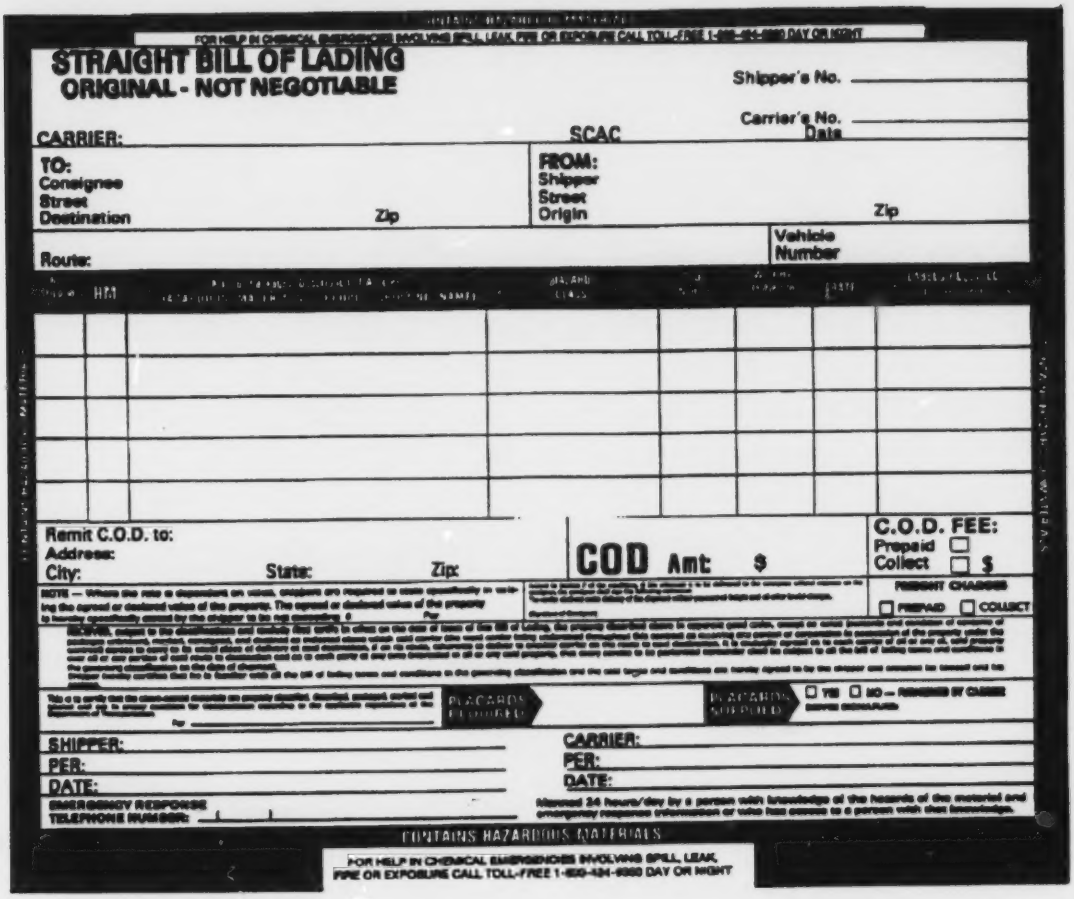
8. Write the letter of the blank where you would write the number of pieces being shipped. _____

DIRECTIONS: Complete the blank Bill of Lading which follows on the next page using this information.

PRACTICE BILL OF LADING

Date:	Today's date	
Shipper:	Penwood Supply Company 346 Broadway Street Louisville, KY 40202	
Consignee:	Auto Glass, Inc. 8806 Roadway Avenue Iron Mountain, MI 49801	
Carrier:	Al's Transport, Inc. 1908 Lake Street Louisville, KY 40206	
Items:	Bicycle Baskets, NOI (25# per box)	4 boxes
	Backpacks, NOI (24# per box)	2 boxes
	Headlights (25# per box)	1 box
Shipper's No.:	A-2122	
Carrier's No.:	1493	

NOTE: CHARGES WILL BE COLLECT



FOR HELP IN CHEMICAL EMERGENCIES INVOLVING SPILL, LEAK, FIRE OR EXPOSURE CALL TOLL-FREE 1-800-424-9300 DAY OR NIGHT

STRAIGHT BILL OF LADING
ORIGINAL - NOT NEGOTIABLE

Shipper's No.

Carrier's No.
Date

CARRIER: SCAC

TO:
Consignee
Street
Destination Zip

FROM:
Shipper
Street
Origin Zip

Route:

Vehicle Number

HM						

Remit C.O.D. to:
Address:
City: State: Zip:

COD Amt: $

C.O.D. FEE:
Prepaid ☐
Collect ☐ $

FREIGHT CHARGES
☐ PREPAID ☐ COLLECT

NOTE — Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property. The agreed or declared value of the property is hereby specifically stated by the shipper to be not exceeding $ per

PLACARDS PROVIDED

PLACARDS SUPPLIED

☐ YES ☐ NO — REMARKS BY CARRIER

SHIPPER:
PER:
DATE:

CARRIER:
PER:
DATE:

EMERGENCY RESPONSE TELEPHONE NUMBER:

Manned 24 hours/day by a person with knowledge of the hazards of the material and emergency response information or who has access to a person with that knowledge.

CONTAINS HAZARDOUS MATERIALS

FOR HELP IN CHEMICAL EMERGENCIES INVOLVING SPILL, LEAK, FIRE OR EXPOSURE CALL TOLL-FREE 1-800-424-9300 DAY OR NIGHT

UNDERSTANDING THE MOTOR CARRIER ACCIDENT REPORT

INTRODUCTION

Hopefully you will spend many years in the trucking business without witnessing an accident. But you need to be prepared to complete necessary paperwork in the unfortunate event that you are involved in an accident or witness one. You must make careful observations at the scene to help you recall the details later when formal written reports are filed and insurance companies and attorneys get involved. Trucking company administrative people should also learn how to handle an accident since they are often involved in reporting the details of such an unfortunate event. This next section of your Managing the Paperwork module will introduce you to the necessary documentation requirements which must be completed in the event of an accident. You will also learn some hints about how to conduct yourself at the scene of an accident.

NOTE: Some companies will have you record your report on audio tape to be later typed up as part of the report. You will then review and sign it.

There will be other forms to be completed in case of injury or death. In these cases the driver is usually assisted by an insurance representative. Make sure you keep good notes identifying the witnesses, if any.

Continue to the next page for a look at the Motor Carrier Accident Report. Read through all of the blanks on the form to give you an idea of what you must record in the event of an accident.

INFORMATION SHEET MP-6

BLANK COPY OF MOTOR CARRIER ACCIDENT REPORT-PAGE 1

Reorder # C1366 From:
American Trucking Associations
2200 Mill Road, Alexandria, VA 22314-4677
1-800-ATA-LINE

033849

SEE REVERSE OF THIS FORM FOR IMPORTANT INFORMATION FROM THE D.O.T.

OMB No.: 2139-0008 (Average completion time for this form is 1 hour)

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL HIGHWAY ADMINISTRATION

MOTOR CARRIER ACCIDENT REPORT

Original and two copies of MCS 50-T shall be filed with the Director, Regional Motor Carrier Safety Office, FHWA, as required by 394.9. Copy shall be retained in carrier's file. Circle or (x) appropriate boxes below.

1. Name of carrier *(Corporate business name)*	2. Principal Place of Business *(Street & No., City, State, Zip Code)*
3. Type of carrier ☐ Private, Employer ID No. (IRS) _____ ☐ ICC authorized, MC _____ ☐ Other *(Specify)* _____ Employer ID No. (IRS) _____	
4. Type of trip ☐ Over-the-road ☐ Local pick-up and delivery operation	
5. Place accident occurred *(Nearest Town or City, State)*	5A. Type of district ☐ Rural ☐ Residential ☐ Primarily business
6. Street or highway *(Route or Name)*	6A. Location if off highway
7. Day of week ☐ M ☐ T ☐ W ☐ TH ☐ F ☐ S ☐ S	8. Date accident occurred _____ / _____ / _____
9. Time accident occurred *(Military time to nearest hour)*	

10. ACCIDENT TYPE *(Primary Event)*

10A. Collision *(Check appropriate box)*
☐ Not applicable ☐ Collision with moving object ☐ Collision with fixed or parked object

10B. Collision *(Check other object involved)*
☐ Not applicable ☐ Pedestrian ☐ Animal
☐ Commercial truck ☐ Bus ☐ Motorcycle
☐ Fixed object ☐ Train ☐ Other *(Specify)* _____
☐ Automobile ☐ Bicyclist

10C. Collision with another vehicle — Accident Classification *(Check appropriate box)* ☐ not applicable

VEHICLES (Yours is #1)				ACTION	VEHICLES				ACTION
	1	2	3			1	2	3	
A				Slowing - Stopping	L				Intersection
B				Stopped	M				Passing
C				Parked	N				Changing Lanes
D				Rear-ended Other Vehicle	O				Sideswipe — Opposite Direction
E				Backing	P				Head-On — Crossed Into Opposing Lane
F				Making Right Turn	Q				Skidding
G				Making Left Turn	R				Vehicle Out-Of-Control
H				Making U-Turn	S				Unattended Vehicle Rolled Away
I				Proceeding Straight	T				Controlled Railroad Crossing
J				Merging	U				Uncontrolled Railroad Crossing
K				Entering Traffic From Shoulder, Median, Parking Strip or Private Drive	V				Other *(Specify)* _____

10D. Non-collision *(Check primary event)*
☐ Not applicable ☐ Jackknife ☐ Fire ☐ Other *(Specify)*
☐ Ran off road ☐ Overturn ☐ Loss or spillage of cargo _____
☐ Separation of units ☐ Cargo shift

10E. If not primary event, did accident result in
☐ Not applicable ☐ Spillage of hazardous cargo ☐ Spillage of non-hazardous cargo
☐ Fire ☐ Explosion

11. DRIVER INFORMATION

11A. Name of your driver	11B. Age	11C. Carrier USDOT Number

11D. How long employed as your driver *(To nearest year)*

11E. Hours actually driving since last period of 8 consecutive hours off duty
☐ 1 hr. ☐ 3 hrs. ☐ 5 hrs. ☐ 7 hrs. ☐ 9 hrs. ☐ 11-12 hrs.
☐ 2 hrs. ☐ 4 hrs. ☐ 6 hrs. ☐ 8 hrs. ☐ 10 hrs. ☐ Not applicable

11F. Anticipated driving time between periods of 8 consecutive hours off duty if accident had not occurred
☐ 1 hr. ☐ 3 hrs. ☐ 5 hrs. ☐ 7 hrs. ☐ 9 hrs. ☐ 11-12 hrs.
☐ 2 hrs. ☐ 4 hrs. ☐ 6 hrs. ☐ 8 hrs. ☐ 10 hrs. ☐ Not applicable

11G. Condition of driver
☐ Apparently normal ☐ Had been drinking ☐ Medical waiver
☐ Sick ☐ Dozed at wheel ☐ Other *(Specify)* _____

11H. Date of last medical certificate _____ / _____ / _____

INFORMATION SHEET MP-6

BLANK COPY OF MOTOR CARRIER ACCIDENT REPORT-PAGE 2

033849

PAGE 2 (M.C.A.R.)

12. CARRIER'S VEHICLE(S)

	Type	Year	No. of Axles	Make	Model No.	Company No.	TYPE OF BODY: Van	Flat	Tank	Auto Carrier	Other (Specify)
	Truck										
	Tractor										
	Semi-trailer										
	Full trailer										
	Fall trailer (2nd)										
	Other (Specify) _____										

13. Total length of vehicle / comb. ____ Ft. | 13A. Total width of vehicle or cargo ____ Ft. | 13B. Weight (cargo) ____ Lbs. | 13C. Weight (gross) ____ Lbs.

14. Type of fuel ☐ Gasoline ☐ Diesel ☐ L.P.G. ☐ Other (Specify) _____

15. Cargo at time of accident (Your vehicle)
☐ Hazardous materials in cargo (Specify classification) _____ ☐ Non-hazardous materials in cargo

16. Check one of the following as principal type of cargo
☐ General freight ☐ Motor vehicles ☐ Liquids in bulk ☐ Mobile home
☐ Household goods or uncrated furniture / fixtures ☐ Driveaway-towaway ☐ Explosives ☐ Farm products
☐ Metal: Coils, sheets, rods, plates, etc. ☐ Gases in bulk ☐ Logs, poles, lumber ☐ Other (Specify) _____
☐ Heavy machinery or other large objects ☐ Solids in bulk ☐ Empty
☐ Refrigerated foods

17. Was your driver killed? ☐ Yes ☐ No | 17A. Was driver injured? ☐ Yes ☐ No | 17B. Was your relief driver killed? ☐ Yes ☐ No ☐ N/A | 17C. Was relief driver injured? ☐ Yes ☐ No ☐ N/A

18. Number of other authorized persons in your vehicle Killed _____ Injured _____ | 18A. Number of unauthorized persons in your vehicle Killed _____ Injured _____

19. Total number of other persons killed _____ injured _____ | 19A. Amount of total property damage in dollars $ _____

20. Were mechanical defects or failures apparent on your vehicle at time of accident? ☐ Yes ☐ No

21. Check appropriate boxes (Mechanical defects of failures)
☐ Not applicable ☐ Steering system ☐ Driveline ☐ Lights
☐ Fuel system ☐ Suspension ☐ Engine ☐ Coupling
☐ Wheels and tires ☐ Transmission ☐ Brakes ☐ Other (Specify) _____

22. Was your vehicle equipped with seat belts? ☐ Yes ☐ No

23. Were seat belts in use by your driver(s) at time of accident? ☐ Yes ☐ No

24. OTHER VEHICLES INVOLVED

24A. Company name or operator (Vehicle #2)	24B. Address	24C. Type of vehicle
24D. Company name or operator (Vehicle #3)	24E. Address	24F. Type of vehicle

25. Weather
☐ Rain ☐ Snow ☐ Cloudy/overcast
☐ Clear ☐ Fog/Smog ☐ Sleet ☐ Other (Specify) _____

25A. Light
☐ Day ☐ Dawn ☐ Dusk ☐ Dark
☐ Artificial lights ☐ Other (Specify) _____

26. Road surface
☐ Dry ☐ Snowy ☐ Other
☐ Wet ☐ Icy (Specify) ___

26A. Total number of lanes
☐ One lane ☐ Three lanes
☐ Two lanes ☐ Four or more lanes

26B. Type of highway
☐ Divided ☐ Undivided

26C. Check appropriate box ☐ Entrance ramp (Expressway) ☐ Exit ramp (Expressway) ☐ Not applicable

27. Account of accident by carrier official (Please type or print clearly.)

28. Name and title of person signing report	29. Signature
30. Telephone number	31. Date report submitted

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SKILL #2: IDENTIFY PROPER CONDUCT AT THE SCENE OF AN ACCIDENT

In order to learn Skill #2 successfully, do the following:

√	LEARNING ACTIVITY	RESOURCES
	READ	
	1. Read "THE IMAGE OF A TRUCK DRIVER."	1. INFORMATION SHEET MP-7 "THE IMAGE OF THE TRUCK DRIVER" which follows in this section of the module.
	READ	
	2. Read "WHAT TO DO AT THE SCENE OF AN ACCIDENT."	2. INFORMATION SHEET MP-8 "WHAT TO DO AT THE SCENE OF AN ACCIDENT" which follows in this section of the module.
	PRACTICE	
	3. Do the practice exercise to help you understand how the truck driver should conduct him/herself at the scene of an accident.	3. EXERCISE MP-6 "REVIEW OF WHAT TO DO AT THE SCENE OF AN ACCIDENT" which follows in this section of the module.
	4. Check you answers to EXERCISE MP-6.	4. Discuss with instructor.
	READ	
	5. Read "SAMPLE MOTOR CARRIER ACCIDENT INVESTIGATION REPORT."	5. INFORMATION SHEET MP-9 "SAMPLE MOTOR CARRIER ACCIDENT INVESTIGATION REPORT" which follows in this section of the module.
	STUDY	
	6. Study for the Written Post-Check.	6. Information sheets, corrected exercises, instructor, and other students.

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	COMPLETE	
	7. When you feel that you are ready, take Written Post-Check MP-1B.	7. Written Post-Check MP-1B (available from instructor).

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INFORMATION SHEET MP-7

THE IMAGE OF THE TRUCK DRIVER

One of the most important parts of safety is the image that the truck driver creates in the mind of the general public. Regardless of who is at fault when there is an accident, the truck drive is usually blamed for it.

In operating a truck the driver **should not frighten or compete with the public** since this increases the chance of becoming involved in an accident. Little time and distance is actually lost when the **truck driver backs off** and allows a car the right of way. By doing this, the driver becomes a **FRIEND** to the driving public.

So, backing off and smiling will:

- Cost very little time
- Prevent a lot of accidents
- Get many people to feel that the trucker is a pretty good person

ALWAYS REMEMBER THAT TRUCK DRIVERS ARE PROFESSIONALS AND SHOULD CONDUCT THEMSELVES AS PROS!!

WHAT TO DO AT THE SCENE OF AN ACCIDENT

One of the most significant things about an accident is often not what the driver did **before** or **during** the accident, but what his/her reactions were **after** the incident. After the accident is the time when the driver must perform many functions and think of many things. As you watch the video tape, WHAT TO DO AT THE SCENE OF AN ACCIDENT, become aware of the basic rules that should always be followed for the protection of you and your company. Maintaining a good driving record is important to your employer, to the your company's insurance company, and to you. As you watch the video tape, keep the following in mind:

EIGHT EASY STEPS AT THE SCENE OF AN ACCIDENT

ACTION	DESCRIPTION
1. STOP YOUR VEHICLE	Not in the middle of the highway but in a place to avoid further damage and injury.
2. CLEAR YOUR HEAD	Look around to see exactly what happened and what is still happening.
3. PROTECT THE SCENE	Keep the accident from becoming worse by placing flares, flagging traffic, and whatever else is necessary to keep things safe and in order.
4. ASSIST THE INJURED	Try to get any injured people out of the scene of danger.
5. RECORD AND PROVIDE ESSENTIAL INFORMATION	Give information only to authorized people such as the law enforcement, trucking, and insurance people. Write down license numbers of first cars on the scene. Write down names and phone numbers of witnesses. Write down policemen's badge numbers. Make a detailed diagram of the scene.
6. KEEP YOUR COOL	Let the other driver(s) do the talking first. Calm down and do not make comments that will cause tension.
7. STICK TO THE FACTS	Report what actually happened. Avoid trying to "conclude" what happened. The facts will ultimately determine what happened.
8. COMPLETE REPORTS	Do this as soon as possible after the accident to avoid forgetting the facts.

INFORMATION SHEET MP-8

ACCIDENT INFORMATION NOTE PAD

INFORMATION NEEDED	NOTES
LICENSE #s OF CARS AT SCENE	
NAMES AND PHONE #s OF WITNESSES	
POLICEMAN(S)' BADGE NUMBERS	
DETAILED DIAGRAM OF THE SCENE	

CUT THE EIGHT EASY STEPS AND ACCIDENT INFORMATION NOTE PAD OUT OF OUT OF THIS LEARNING MODULE AND PUT THEM IN YOUR LOG BOOK. USE THEM AS A REFERENCE IN CASE OF AN ACCIDENT.

ACCIDENT REPORTING

Within 30 days of a reportable accident, a motor carrier must file an MCS 50T (property) or MCS 50B (passenger) accident report with the Mn/DOT Office of Motor Carrier Services, when the accident results in death, injuries requiring treatment away from the scene, or total property damage exceeding $4,400.

A motor carrier must also review the driving record of the driver involved in a commercial vehicle accident.

In addition, an interstate carrier or one hauling hazardous material in a quantity requiring the vehicle to be marked or placarded, must also file a copy of MCS 50T or MCS50B with the Director of Motor Carrier Safety on the regional office of the FHWA, U.S. Department of Transportation, Office of Motor Carriers. 18209 Dixie Highway, Homewood, IL 60430-2294.

If an accident results in death during interstate transportation, the U.S.Dot must be notified by phone or in person within 24 hours.

EXERCISE MP-8

REVIEW OF WHAT TO DO AT THE SCENE OF AN ACCIDENT

Write your answers to the practice questions below. Then discuss the answers with your instructor.

1. Name in order the 8 Basic Steps you should take at the scene of an accident.

1.) _____

2.) _____

3.) _____

4.) _____

5.) _____

6.) _____

7.) _____

8.) _____

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2. How soon after an accident in which a death occurs must it be reported?

---

3. All accidents with damage amounting to _____ or more must be reported to the Department of Transportation.

SAMPLE MOTOR CARRIER ACCIDENT INVESTIGATION REPORT, 81-1

The following is a excerpt from an actual truck accident report. We are including it here to give you and idea of the items you must remember from the scene of an accident.

Taken from:

Report No. 81.1
Grover Trucking Company,
Idaho Falls, Idaho

Runaway Truck Accident

February 26, 1982

SYNOPSIS

DATE & TIME	July 15, 1981, 4:10 p. m.
LOCATION	U. S. Milepost 223.75, "White Bird Hill," White Bird, Idaho
VEHICLE INVOLVED	The truck-tractor flatbed semitrailer, operated by Grover Trucking Company, Idaho Falls, Idaho, (hereinafter referred to as "the truck").
ABSTRACT	Southbound truck, ran out of control on steep downgrade, overturned, units separated, trailer rolled down canyon; tractor continued ahead, struck concrete bridge abutment, ejecting truck driver.
RESULTS	Truck driver killed; $50,000 Property Damage.
PROBABLE CAUSES	Excessive speed, over-application of brakes resulting in brake fade and loss of control of vehicle. Truck driver inexperienced in operation of tractor-trailers.

ENVIRONMENT

The weather was clear and the asphalt pavement was dry. Posted speed limit is 55 mph.

OTHER HIGHWAY FEATURES

The 8 mile 7 percent downgrade is known as "White Bird Hill." Advisory signs beginning at the 4,245 foot summit are situated at 22 points along the length of the steep downgrade. Three escape ramps are provided on the right side of the southbound lane for runaway trucks. The distances and escape ramps are shown on a sign at the top of the hill.

THE VEHICLE

The 1977 Freightliner truck-tractor was equipped with a Fuller-Roadranger 13-speed transmission, a brake retarder, upper and lower gear shift lever devices, seat belts, and a sleeper birth. The 1978 Utility flatbed semitrailer was equipped with a headerboard. It was loaded with 26,404 board feet of 1X4 lumber weighing 40,000 pounds. The load was secured with "Web" type straps. The overall weight of the truck and cargo was 77,000 pounds.

Post examination of the truck disclosed the tractor and trailer brake drums and linings were discolored indicating excessive heat from over-application of the brakes by the truck driver.

There was no indication of mechanical defects that contributed to the accident.

THE TRUCK DRIVER

Truck driver, Kenneth Leroy Davie, was 47 years old and resided in Idaho Falls, Idaho. He held a valid chauffeur's license issued July 13, 1981, by the State of Washington. A medical certificate dated July 13, 1981, certified him to be physically qualified to operate commercial motor vehicles in interstate and foreign commerce.

He was employed by the motor carrier on July 13, 1981. His employment application showed he had 10 years experience operating tractor-trailers. The BMCS investigator's contact with previous employers disclosed the 10 years experience claimed by the truck driver did not involve the operation of tractor-trailers. One of

the employers reported the driver drove a commercial bus for 5 years; the other employer stated the 5 years with their company was as a dispatcher and not a truck driver. Truck Driver Davie was unemployed at the time he filed his application with the motor carrier.

According to his wife, he had difficulty locating the controls of the cab and was hesitant to leave without another truck driver to accompany him on the trip. She stated she "didn't feel like he had been given the road test."

A check with the Office of Licensing Department in the State of Washington disclosed the truck driver had three speeding violations in less than 1 year.

THE ACCIDENT

The southbound truck traveling at an excessive rate of speed failed to negotiate a left curve near the bottom of the summit. As the truck entered the turn in the center lane the tractor left 222 feet of scuff marks followed by 300 feet of scuff marks by the trailer. The load shifted to the right and the trailer overturned on the right side pulling the tractor over with it. The truck slid 492 feet down the southbound lane taking out 206 feet of guardrail on the right side of the highway. The fifth wheel broke and the trailer rolled down a 298 foot canyon. The tractor driver, who was not wearing his seat belt, was ejected. He was found under a portion of the spilled cargo.

A motorist and his passenger who witnessed the accident, passed the truck as it was beginning to descend White Bird Hill. They were traveling 40 mph and estimated the speed of the truck at that time to be about 25 mph. They reported they did not see the truck anymore until it passed their vehicle just above the last escape ramp. At that time the truck was traveling in the outside northbound lane at an estimated speed of 70 to 75 mph. They said the load of lumber had shifted to the right of the trailer and "smoke was pouring out of the brakes." They reported the truck continued in the far left lane and passed the last truck runaway ramp on the right side of the highway.

INFORMATION SHEET MP-9

THE MOTOR CARRIER

Grover Trucking Company, Idaho Falls, Idaho, is a common carrier engaged in the transportation of building materials, primarily throughout the western United States and Canada.

At the time of the accident the truck was transporting a load of lumber from Seeley Lake, Montana to Idaho Falls, Idaho.

The motor carrier had been the subject of a Safety Management Audit on October 20, 1978, and enforcement actions which resulted in $21,000 fine. A follow-up Safety Management Audit was conducted July 17, 1979. At that time the motor carrier's safety operations had improved.

Subsequent to the subject accident, BMCS investigator visited the carrier's terminal to discuss with management their hiring practices and procedures in maintaining driver qualification files. The problem was handled administratively. The motor carrier will be monitored to determine future compliance with these requirements.

The motor carrier's files did not contain a road test certificate or written record of a road test for the driver. The motor carrier claimed the driver was given the test but no certificate was prepared. This is a violation of Section 391.31(g)(2) which states "the motor carrier shall retain in the driver qualification file of the person who was examined the original or a copy of the certificate..." This is to show that a road test was successfully completed by the driver.

The truck driver's experience in operation tractor-trailers apparently was not confirmed by the motor carrier. The Federal Motor Carrier Safety Regulations specifically states in Section 301.23 (a)(2), that each motor carrier shall make an investigation of the driver's employment record during the preceding 3 years. This kind of investigation gives the nature and extent of the truck driver's experience in operation of tractor-trailers. Investigation by the BMCS investigators showed Truck Driver Davie had no previous experience operating tractor-trailers.

Apparently this driver and motor carrier contributed to the circumstances which led to the cause of this accident. The falsification of his driving experience and the motor carrier's failure to verify this driver's past driving experience before sending him over mountainous roadways with a commercial motor vehicle are evident.

In December 1980, the U.S. Department of Transportation (DOT), Federal Highway Administration's Bureau of Motor Carrier, issued an On Guard Bulletin entitled "Help Wanted Driver." The intent of this Bulletin was to alert industry of the potential hazards of hiring a driver who has not been fully qualified according to the DOT regulations.

The Federal Highway Administration's Bureau of Motor Carrier Safety, with its limited staff endeavors to bring each motor carrier operation under its jurisdiction in compliance with the Federal Motor Carrier Safety Regulations and Hazardous Materials Regulations to protect the driver, the motor carrier, and the general public from loss of life, injury, and property damage. This requires the full cooperation of the motor carriers, its drivers, and Federal and State officials.

Approved and released for publication this 26th day of February, 1982.

Kenneth L. Pierson
Director

SUMMARY

You have learned a lot in this module about correctly managing the paperwork necessary in the trucking industry.

You have become familiar with the following important trucking forms:

- Load Manifest/Release
- T-MAN
- Terminal Unloading Check Sheet
- Expedite/Dock Write Up
- Bill of Lading (COSO)
- Motor Carrier Accident Report

You have also discovered the proper way to conduct yourself at the scene of an accident. To make it easier for you to know what to do if you witness or are involved in an accident, we offer the following tools:

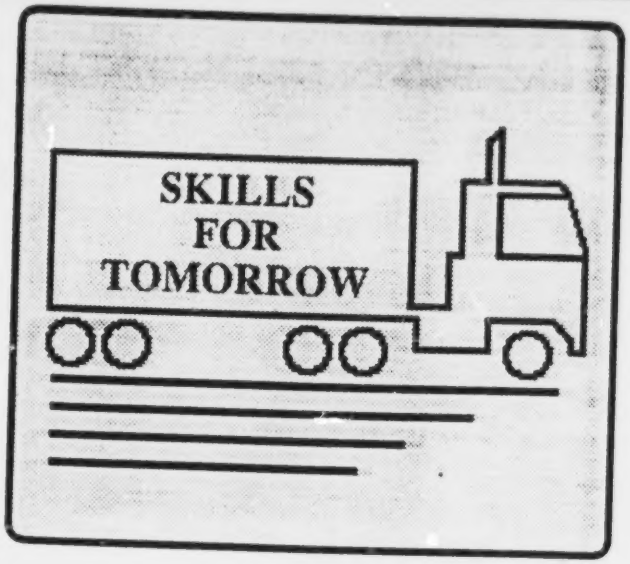
ACCIDENT INFORMATION NOTE PAD

INFORMATION NEEDED	NOTES
LICENSE #s OF CARS AT SCENE	
NAMES AND PHONE #s OF WITNESSES	
POLICEMAN(S)' BADGE NUMBERS	
DETAILED DIAGRAM OF THE SCENE	

EIGHT EASY STEPS AT THE SCENE OF AN ACCIDENT

ACTION	DESCRIPTION
1. STOP YOUR VEHICLE	Not in the middle of the highway but in a place to avoid further damage and injury.
2. CLEAR YOUR HEAD	Look around to see exactly what happened and what is still happening.
3. PROTECT THE SCENE	Keep the accident from becoming worse by placing flares, flagging traffic, and whatever else is necessary to keep things safe and in order.
4. ASSIST THE INJURED	Try to get any injured people out of the scene of danger.
5. RECORD AND PROVIDE ESSENTIAL INFORMATION	Give information only to authorized people such as the law enforcement, trucking, and insurance people. Write down license numbers of first cars on the scene. Write down names and phone numbers of witnesses. Write down policemen's badge numbers. Make a detailed diagram of the scene.
6. KEEP YOUR COOL	Let the other driver(s) do the talking first. Calm down and do not make comments that will cause tension.
7. STICK TO THE FACTS	Report what actually happened. Avoid trying to "conclude" what happened. The facts will ultimately determine what happened.
8. COMPLETE REPORTS	Do this as soon as possible after the accident to avoid forgetting the facts.

REMOVE THESE TWO TOOLS FROM THIS LEARNING MODULE AND PUT THEM IN YOUR LOG BOOK OR SOME OTHER HANDY PLACE. USE THEM AS A REFERENCE IN CASE OF AN EMERGENCY.



WRITING FOR TRUCKING

LEARNING MODULE

DESCRIPTION

You probably did not choose to enter the trucking industry because of your writing skills. In fact many of you probably do not like to write reports and memos. But let's face it, at certain times, such as when accidents occur, you will need to write clear and descriptive reports. This module will help you learn the basic skills necessary to communicate in writing. We will teach you to produce descriptions for accident reports and basic letters for communicating with your company, the government, your customers and your fellow employees. Learning to write more effectively will make it easier for you to communicate your ideas, opinions, concerns, and descriptions of events which are important to you.

NORTHEAST METRO TECHNICAL COLLEGE
AND
MINNESOTA TEAMSTERS SERVICE BUREAU

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WORKPLACE LITERACY PROJECT

COMMERCIAL DRIVERS LICENSE

JEAN C. DUNN
Executive Director
Minnesota Teamsters Service Bureau

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Project Director
Minnesota Teamsters Service Bureau

DR. BILL WARNER
President
Northeast Metro Technical College

JON A. HARBACK
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Special thanks to Harold Yates, President of the Minnesota Teamsters Joint Council #32, for facilitating the involvement of a number of trucking companies in the Minnesota Teamsters Service Bureau Workplace Literacy Project

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WORKPLACE LITERACY RESOURCE CENTER
1-800-832-4916

SKILLS YOU WILL LEARN

- **SKILL #1: Identify a good problem solving procedure you should use before writing begins.**

- **SKILL #2: Identify the basic mechanics of proper sentence structure and write effective sentences.**

- **SKILL #3: Identify basic writing hints.**

- **SKILL #4: Identify the basic rules of organization in writing.**

- **SKILL #5: Demonstrate how to write short reports which make sense.**

MASTERY

Mastery of these skills requires that you complete:

- **All learning activities**

- **A Written Post-Check with a score of at least 20 out of 25 points (80%) correct.**

Notice that each of these skills describes:

- **What you must do**
- **How you will prove you can do it**
- **How accurate you must be when you do the task**

The skills are listed this way so you know exactly how you must perform.

WHY THESE SKILLS ARE IMPORTANT

Written and spoken language is the primary way that most people and organizations communicate. Although face-to-face communication is usually the best, it is not always possible. If you do not understand how to write clearly, you will have a very difficult time performing your job successfully. This module will introduce you to several basic rules for effective writing. Pay careful attention and you will be able to communicate better in writing with your employer, your customers, and fellow trucking employees.

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LEARNING ACTIVITIES

You complete this module successfully by performing several tasks. Each time you are asked to do a task, you will see a little symbol indicating which kind of activity you must perform. These learning activities are identified below. Look these symbols over carefully.

READ

You will read assigned written material.

VIEW

You will view material such as videotapes, slides, pictures, or graphics.

LISTEN

You will listen to some material such as an audio tape, an instructor, or a demonstration.

STUDY

You will study and concentrate on learning material such as an important procedure or chart.

PRACTICE

You will practice a performance such as an important procedure.

COMPLETE

You will do a written practice, a quiz, or an examination.

WHENEVER ONE OF THESE SYMBOLS APPEARS, YOU WILL KNOW WHAT KIND OF ACTIVITY YOU WILL PERFORM NEXT.

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LEARNING DIRECTIONS

The format of this module is arranged so following directions and learning each skill is easy. The following **sample** is what your Learning Directions will look like for each task in this module. Look this **sample** over carefully:

SAMPLE SKILL: Write a check for your electricity bill.

√	LEARNING ACTIVITY	RESOURCES
	VIEW	
	1. View "Proper Check Writing."	1. Unit One in videotape: Managing Your Money by I. M. Somebody.
	COMPLETE	
	2. Write the answers to exercise.	2. Exercise LM-1 "Proper Check Writing" which follows in this learning module.
	3. Hand in your completed Exercise LM-1.	3. Instructor.
	PRACTICE	
	4. Write four sample checks.	4. Exercise LM-2 "Writing Checks" at the end of this learning module.
	STUDY	
	5. Find out what mistakes you made, if any, in writing sample checks and study for the post-check.	5. Corrected Exercise LM-2, videotape, instructor, and other students.
	COMPLETE	
	6. When you feel that you are ready, take Written Post-Check LM-1.	6. Instructor and Written Post-Check LM-1 (available from instructor).

NOTICE THAT YOU CAN PLACE A LITTLE √ MARK IN THE COLUMN AT THE LEFT AS YOU COMPLETE EACH **LEARNING ACTIVITY**. THIS WILL HELP YOU KEEP YOUR PLACE IN THE LEARNING PROCESS FOR THIS MODULE.

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SKILL #1: IDENTIFY A GOOD PROBLEM SOLVING PROCEDURE YOU SHOULD USE BEFORE WRITING BEGINS.

In order to learn Skill #1 successfully, do the following:

√	LEARNING ACTIVITY	RESOURCES
	READ	
	1. Read "PROBLEM SOLVING PROCEDURE."	1. INFORMATION SHEET WT-1 "PROBLEM SOLVING PROCEDURE" which follows in this section of the module.
	PRACTICE	
	2. Do the practice exercise to help you understand the PROBLEM SOLVING CHECKLIST.	2. EXERCISE WT-1 "USING THE PROBLEM SOLVING CHECKLIST" which follows in this section of the module.
	3. Check your answers to EXERCISE WT-1.	3. Discuss with instructor.

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PROBLEM SOLVING PROCEDURE

There is only one basic reason for writing on the job: TO SOLVE PROBLEMS. Whether you are recording information such as the details of an accident, answering or making requests, or clarifying situations, you will be writing to solve a problem.

Before showing you the basic rules of writing effectively, we will introduce you to a simple formula for getting ready to write by problem solving. Look over the checklist below:

PROBLEM SOLVING CHECKLIST

STEP	QUESTIONS TO ANSWER
DEFINE YOUR PROBLEM	• What is your purpose for writing?
PLAN YOUR SOLUTION	• Who will get this information? • What format should I use? • What tone should I use? • What information should I include? • How should I organize the information?
WRITE THE MESSAGE	• What words and sentences should I use to communicate my points?
CHECK	• Did I accomplish what I wanted?

Let's take a quick look at what these four steps mean:

DEFINE YOUR PROBLEM

What is the purpose for writing? There are really only a few basic purposes for writing:

1. Pass on information
2. Respond to requests
3. Make requests
4. Report information

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PLAN YOUR SOLUTION

Who will get this information? Decide whether one person or a group of people will receive your written solution.

What format should I use? Your writing will probably be in one of the following four basic forms:

1. Messages such as telephone information
2. Memos that go to someone else in your business
3. Forms such as accident reports and absence requests
4. Letters that go out of your business to customers and others

What tone should I use? The tone usually describes the feeling you convey in your writing. This can be positive, negative, or neutral:

- **Positive** tone usually makes the reader feel good.
- **Negative** tone usually causes problems such as anger which can distract the reader from your message. Use negative tone very carefully.
- **Neutral** tone usually just tells the facts.

What information should I include? Look at the situation for which you are writing and list the following before writing:

1. What you **must** include to accomplish your purpose
2. What you **can** include to make the situation easier to understand for the reader

How should I organize the information? You should find a way that the information will be most meaningful for the reader.

WRITE THE MESSAGE

What words and sentences should I use to communicate my points? Review all of the above steps and select the best combination of words and sentences to accomplish your purpose.

CHECK

Did I accomplish what I wanted? Look over what you have written and decide if it conveys what you wish.

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A SIMPLE EXAMPLE

WORK PROBLEM: You are the supervisor of the truck drivers for your company. Your boss, Mr. Potter, has complained that one of your drivers, Bill Blass, took too long to drive his truck from one location in the city to another. He is angry with you and Bill. He asks you to write a report to him telling why Bill was late. You are Tom Tripplet.

Let's use the PROBLEM SOLVING CHECKLIST to plan your written communication.

STEP	QUESTIONS TO ANSWER
DEFINE YOUR PROBLEM	• What is the purpose for writing?
PLAN YOUR SOLUTION	• Who will get this information? • What format should I use? • What tone should I use? • What information should I include? • How should I organize the information?
WRITE THE MESSAGE	• What words and sentences should I use to communicate my points?
CHECK	• Did I accomplish what I wanted?

DEFINE YOUR PROBLEM

What is the purpose for writing? You are responding to a request. You wish to explain to your boss that there was a major accident on the freeway which held Bill's truck at a standstill for over an hour. This is why he was late to his next delivery.

PLAN YOUR SOLUTION

Who will get this information? Your boss will receive the memo.

What format should I use? You decided on an internal company memo.

What tone should I use? You know your boss is angry that one of your drivers was late in making deliveries. It would probably be wise to pick a neutral tone in the memo. Report only the facts of why Bill was late.

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What information should I include? You decide to include only the facts. You think the circumstances of the highway accident are enough to accomplish your purpose.

How should I organize the information? You decide to take a simple approach by admitting Bill was late and stating the facts in the order of their importance in making him late. You decide to list the least important facts first and the most important, that the accident caused a standstill traffic jam, last.

WRITE THE MESSAGE

What words and sentences should I use to communicate my points? You use neutral words that do not show anger or judgment on your part to avoid further angering the boss.

CHECK

Did I accomplish what I wanted? You then review your memo and even show it to one of your fellow employees to see if it accomplishes your purpose in stating the facts of why Bill was late.

HERE IS AN EXAMPLE OF WHAT YOUR MEMO COULD LOOK LIKE:

DATE: January 13, 1993
TO: Mr. Potter
FROM: Tom Tripplet
RE: LATE DELIVERY OF SHIPMENT TO ABC SUPPLY

You asked that I write and explain why Bill Blass was late making his delivery to ABC Supply.

He was late because there was a serious accident on HW 494 yesterday involving six cars. Traffic was held up for hours while they cleared the wrecked cars. Bill tried to get off on an exit ramp, but he could not move his truck for over one hour.

I am sorry he was late, but he couldn't help it.

FOLLOWING THIS SIMPLE PROBLEM SOLVING CHECKLIST WILL HELP YOU WRITE CLEARLY AND CONCISELY TO ACCOMPLISH YOUR PURPOSE

EXERCISE WT-1

USING THE PROBLEM SOLVING CHECKLIST

On the job, you may often answer the telephone and take messages for others. Writing good message notes is important, since important business is often conducted over the phone. Read the problem below and follow the instructions to practice using the Problem Solving Checklist.

PROBLEM

While Shelly Delong was making a pick up at a lumber yard on January 12th, she discovered that all the cargo would not fit on her trailer. At 2:00 in the afternoon Shelly radioed back to the terminal to tell them this. Mike, the dispatcher, answered the radio. Mike said that he would leave a message for another driver, Tim Weld, to pick up the load when he came to work in about one hour.

Below is the phone message Mike gave to Tim:

To *Tim Weld*
Date *1/12* **Time** *2:00* ☐ AM ☒ PM

WHILE YOU WERE OUT

M*s. Shelly Delong*

From *Ludwig Lumber yard*

Phone (____) *Radio Call*
Area Code Number Extension

TELEPHONED	X	**PLEASE CALL**	
CALLED TO SEE YOU		**WILL CALL AGAIN**	
WANTS TO SEE YOU		**URGENT**	X
	RETURNED YOUR CALL		

Message *Truck needed to pick up partial load at Ludwig Lumber yard. See Mike for details.*

Operator *Mike*

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EXERCISE WT-1

Answer the following questions required by the PROBLEM SOLVING CHECKLIST:

DEFINE YOUR PROBLEM

What was Mike's purpose for writing? _____

_____

_____

PLAN YOUR SOLUTION

Who must get this information? _____

What format did Mike use? _____

What tone did Mike use? _____

What information did Mike include? _____

How did Mike organize the information? _____

WRITE THE MESSAGE

Mike wrote the message as shown on the form.

CHECK

	Yes	No
Did Mike accomplish his purpose?	_____	_____
Did Mike solve the problem?	_____	_____

Now test your understanding of the PROBLEM SOLVING CHECKLIST by listing the four steps in the checklist below:

STEP ONE:	
STEP TWO:	
STEP THREE:	
STEP FOUR:	

REVIEW YOUR ANSWERS CAREFULLY AND THEN TAKE THEM TO YOUR INSTRUCTOR.

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SKILL #2: IDENTIFY THE BASIC MECHANICS OF PROPER SENTENCE STRUCTURE AND WRITE EFFECTIVE SENTENCES.

In order to learn Skill #2 successfully, do the following:

√	LEARNING ACTIVITY	RESOURCES
	READ	
	1. Read "NINE TIPS FOR EFFECTIVE WRITING."	1. INFORMATION SHEET WT-2 "NINE TIPS FOR EFFECTIVE WRITING" which follows in this section of the module.
	PRACTICE	
	2. Do the exercise to help you understand the first three basic rules of effective writing.	3. EXERCISE WT-2 PRACTICING THE FIRST THREE RULES which follows in this section of the module.
	3. Check your answers to EXERCISE WT-2.	3. Discuss with instructor.

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INFORMATION SHEET WT-2

NINE TIPS FOR EFFECTIVE WRITING

You decided to be a trucking employee instead of an English teacher for several reasons!! One of these is probably that you wanted to lead a life away from a desk with paper and pencils and a computer. There are, however, some very good reasons why you were required to take English even in elementary school. Your teachers wanted you to develop your reading, speaking, and writing abilities enabling you to live your work and private life in a more fulfilling way.

Here are some simple, effective writing tips which will help you become a better employee and citizen. The remainder of this learning module will show you nine simple writing tips that will help you become a more effective trucking employee.

We will emphasize practical guidelines for helping you work in the trucking industry. We will illustrate the tips though the examples of writing you will probably be expected to do as a trucking employee. Look over the tips below before we proceed.

NINE TIPS FOR EFFECTIVE WRITING

TIP #	DESCRIPTION
1	Avoid Too Many Words and Similar Words
2	Use Small Words
3	Use Commonly Misused Words Correctly
4	Divide into Short Sections
5	Use Commas to Indicate Brief Pauses
6	Make Subjects and Verbs Agree
7	Avoid Partial Sentences and Run-Ons
8	Capitalize Proper Nouns but Not Words to Show Importance
9	Organize Your Material Logically

Well written memos, messages, letters, and reports are direct, clear, simple, and to the point. Unfortunately lots of writing we see today contains phrases which are "overweight" with wasted words. The first three tips are designed to help you write so readers grasp your meaning quickly and easily.

TIP # 1: AVOID TOO MANY WORDS AND SIMILAR WORDS

Such expressions as "in compliance with your," "to the best of my recollection," and "as you may or may not know" use many more words than are necessary to convey what you mean. They confuse by:

- boring the reader
- directing the reader's thoughts away from your meaning
- wasting the reader's time

TOO MANY WORDS

Look over the following examples to see what we mean by avoiding too many words:

TOO MANY WORDS	BETTER
There is no existing system that can do this.	No system can do this.
May we ask that you send us your signed order by next Tuesday?	Please send us your order by Tuesday.
The rules are provided for you to read in the employee manual.	The rules are in the employee manual.
I'd like to apologize for any inconvenience.	I apologize for any inconvenience.
I would think that we should hold the seminar in May.	We should hold the seminar in May.
We need something along the lines of a terminal traffic manager.	We need a terminal traffic manager.

GO ON TO THE NEXT PAGE TO SEE SOME MORE EXAMPLES OF HOW TO WRITE WITH LESS WORDS.

Here are several other examples of common ways of using too many words and some suggestions to make your writing clearer:

TOO MANY WORDS	BETTER
as you may or may not know	as you may know
at all times	always
at this point in time	now
can be in a position to	can
in compliance with your request	at your request
in the event that	if
in the very near future	soon
make a recommendation that	recommend
perform an analysis of	analyze

SIMILAR WORDS

Expressions such as "free gift, "plan ahead" and "foreign imports" say the same things twice. All gifts are free, plan implies planning ahead, and imports are all foreign. This is called *redundancy*. This type of writing soon loses the reader's interest and confuses your message.

Look over these common examples of *redundant* words below:

SIMILAR WORDS	BETTER
absolutely perfect	perfect
actual experience	experience
advance plan	plan
an honor and a privilege	an honor
as a general rule	as a rule
combined into one	one
consecutive in a row	consecutive
current status	status
different varieties	varieties
final outcome	outcome
first and foremost	first
group meeting	meeting
honest truth	truth
personal opinion	opinion
point in time	time
potential fire hazard	fire hazard
range all the way from	range from

TIP # 2: USE SMALL WORDS

Unfortunately many people talk in simple, short words but write in complex long words. Maybe they think writing with longer words will impress people. Larger words actually communicate less because they often confuse people. Use words that you think your reader will understand, and you will communicate better. It is that simple!

Look over the examples below and see what communicates the best--small words or big ones:

BIGGER WORDS	BETTER
We will order all the materials on this list you *furnished.*	We will order all the materials on the list you *sent.*
The *aggregate* of the two trailers amounts to $23,340.	The *total value* of the two trailers is $23,340.
This is the *optimum* solution.	This is the *best* solution.
We need to *maximize* profits and *minimize* maintenance costs.	We need to *increase* profits and *reduce* maintenance costs.

Now look below at some big words to avoid and better ways to say the same thing:

BIG WORDS	BETTER
assist	help
currently	now
demonstrate	show
duplicate	copy
expedite	speed
facilitate	help
obtain	get
receive	get
terminate	end
utilize	use

A GOOD WAY TO KNOW WHAT SMALLER WORD TO USE:

IF SOMEONE ASKS YOU WHAT THE WORD YOU USED MEANS, THE WORD YOU THINK OF NEXT IS PROBABLY THE SHORTER AND BETTER WORD.

TIP #3: USE COMMONLY MISUSED WORDS CORRECTLY

Many words we use are commonly misused every day. Some of these are even made-up words. Look over the list which follows for some examples:

MISUSED WORDS	CORRECT USE
ability capacity	*Ability* means having the power to do something.(A strong person has the ability to lift a heavy box.) *Capacity* means having the power of receiving or containing. (A truck has the capacity to transport a heavy box.)
about approximately	*About* is not exact; it indicates a rough estimate. (We are about half way there.) *Approximately* indicates accuracy. (There are approximately 1.06 quarts in a liter.)
accept except	*Accept* means receiving willingly. (I accept your apology.) *Except* means not including something. (You will be paid for everything except local travel.)
affect effect	*Affect* means to change or influence. (Do not let this incident affect your decision.) *Effect* means to bring about or what is brought about. (This report will have the desired effect.)
anxious eager	*Anxious* means worry or concern. (I'm anxious to see if my actions caused us to lose money.) *Eager* means looking forward to something. (I'm eager to see how much my bonus will be.)
can may	*Can* means having the ability to do something. (I can drive the 18 wheeler because I completed training.) *May* means I have permission to do something. (The boss says I may drive the 18 wheeler across country.)
fewer less	*Fewer* is used when things can be counted. (I have had fewer sick days this year.) *Less* is used with mass quantities. (We have less wet pavement on this trip.)
should will	*Should* implies ought to. (I should make more money on commissions this year.) *Will* is a prediction. (I bet I will make more money this year.)

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EXERCISE WT-2

PRACTICING SIMPLIFIED WRITING

COMPLETE THE FOLLOWING ACTIVITIES TO HELP YOU BETTER UNDERSTAND THE FIRST THREE WRITING TIPS:

DIRECTIONS: Read the following sentences in the left column below. Then rewrite the sentence in the column on the right using fewer words to make it clearer.

TOO MANY WORDS	YOUR BETTER SENTENCE
1. At this point in time I am not really sure exactly what happened at the accident scene.	
2. To the best of my recollection I remember only two people standing near the truck by the road.	
3. I would to take this opportunity to review the procedure for loading a trailer.	
4. By the time I finish my CDL training I will be in a good position to take the written test.	
5. I would like to obtain my certification in the event that I find a job.	
6. Leaving the cigarette lit in the ash tray is a very high potential fire hazard.	

EXERCISE WT-2

DIRECTIONS: Look at the sentences below and write the correct word choice in the box to the right. The word choices are in *italics*.

SENTENCE	YOUR WORD CHOICE
7. I *can/may* drive the new truck to Oregon next week because my supervisor said that I have shown him that I know how.	
8. If you do not take the blood alcohol test, it may *effect/affect* your ability to every work as a truck driver again.	
9. We were *about/approximately* three quarters of the way across county when the right tractor tire blew out.	

10. No matter what any of the other truck drivers think, I am reasonably sure that I did not say what you think I said to our supervisor.	
11. It has come to my attention that you have not at this point in time found my check for last month's union dues.	
12. At this point in time I have spent of lot of effort in preparing for the union meeting.	

NOW LET'S PRACTICE MAKING WRITING MORE MEANINGFUL BY ORGANIZING A LENGTHY PARAGRAPH INTO SHORTER SECTIONS ON THE NEXT PAGE.

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EXERCISE WT-2

DIRECTIONS: Read the following paragraph. Then rewrite it on the next page by dividing it into shorter sections. Feel free improve the writing by shortening any of the sentences, picking better words, or rearranging the sentences to make more sense.

SAMPLE LENGTHY REPORT

I am writing this memo so that you will have enough information to complete the accident report describing my truck rollover on Interstate Highway 488 last week. As my supervisor I know you are responsible for telling the State and Federal governments what happened when my truck and trailer flipped over on a slippery curve. At about 3:00 am on Tuesday, January 12 I was driving around a curve going down a steep incline near Bolder, Colorado. Even though I was only going 42 mph, I just couldn't get around that corner without the trailer slipping out and off the road. It had rained about an hour before this and the road was still wet. It didn't help matters any that the driver of a passenger car coming up the hill was on my side of the road when I came around the corner. I had to swerve a little to avoid hitting him. The brakes on my truck didn't seem to grab hold very well when I pressed on them to slow down. I was not injured because I had my seat belt on, but the tractor and trailer were pretty much destroyed. The state patrol officer arrived about one half hour after the accident. Her badge number is 745. Two cars saw the accident. Their license numbers are Colorado YTR-8992 and Wyoming RRO-3456. I am really sorry this happened. I was going slowly and carefully, but the brakes just didn't seem to work. Call me if you have any questions.

REWRITE THE PRECEEDING PARAGRAPH ON THE NEXT PAGE

SKILL #3: IDENTIFY BASIC WRITING HINTS.

In order to learn Skill #1 successfully, do the following:

√	LEARNING ACTIVITY	RESOURCES
	READ	
	1. Read "BASIC WRITING TIPS."	1. INFORMATION SHEET WT-3 "BASIC WRITING TIPS" which follows in this section of the module.
	PRACTICE	
	2. Do the exercise to help you understand the BASIC WRITING TIPS.	2. EXERCISE WT-2 "PRACTICING BASIC WRITING TIPS" which follows in this section of the module.
	3. Check your answers to EXERCISE WT-2.	3. Discuss with instructor.

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BASIC WRITING TIPS

TIP #4: DIVIDE INTO SHORT SENTENCES

Writers who use too many words waste their reader's time. Use the fewest words possible in explaining your meaning. Do not clog your memos, notes, and reports with unnecessary words and long sentences. Look at the example of wordy sentences which follow and their possible revisions:

WORDY	BETTER
A check in the amount of $100 is being sent to you.	I'm sending you a check for $100.
We understand that you recently wrote us to ask about our pension plan.	You recently wrote us to ask about our pension plan.
It has come to our attention that your union dues are two months overdue.	Your union dues are two months overdue.
Please file away this letter.	Please file this letter.
Let's not prolong the duration of this meeting.	Let's not prolong this meeting.
The offer to work overtime is an unusual one and will not be repeated.	This unusual offer will not be repeated.

The best way to discover if you have used too many words is to read over your first draft. If you think you used too many words in conveying your message, delete the unnecessary words.

SHORTER SECTIONS

You must do a little planning before you write.

Writing is presenting groups of ideas. Words are ideas. Sentences arrange words to form ideas. Paragraphs arrange sentences to organize ideas.

You must write in complete sentences. A SENTENCE is a group of words that has a *subject* (the thing doing the action), a *verb* (the type of action), and some kind of mark at the end indicating that the sentence is over (like a period [.]).

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INCOMPLETE SENTENCE: Work hard

COMPLETE SENTENCE: I work hard.
("I" is the subject; "work" is the action or verb; "hard" tells how you work. Notice the period [.] to mark the end of the sentence)

Each topic you are writing about should be written in one paragraph.

Each point or topic you wish communicate should be in a separate paragraph. A PARAGRAPH is a group of sentences which discuss one topic.

Each paragraph you write should be short. It should only have the necessary sentences to explain one point. Each time your reader sees a new paragraph, s/he is expecting you to discuss a new point.

Look at the following example to see how a long passage can be written in shorter paragraphs to communicate better:

LENGTHY PARAGRAPH

> In the letter you wrote me on Jan. 23, 1993, you informed me that I did not pay my union dues for the last four months. You said that I must pay these dues soon, so I would not be in danger of losing my job. I am sorry for not paying my dues. I have had lots of repairs to my car lately and have not had the money to pay my dues. I needed a new fuel pump and tires. Paying for these items has left me short of money. I plan to pay my union dues within the next six months, so that I will be up to date. Please understand that I need a little extra time so I can catch up.

BETTER

In the letter you wrote me on Jan. 23, 1993, you informed me that I did not pay my union dues for the last four months. You said that I must pay these dues soon, so I would not be in danger of losing my job.

I am sorry for not paying my dues. I have had lots of repairs to my car lately and have not had the money to pay my dues. I needed a new fuel pump and tires. Paying for these items has left me short of money.

I plan to pay my union dues within the next six months, so that I will be up to date. Please understand that I need a little extra time so I can catch up.

Notice that the second way of making your points is easier to understand because each paragraph makes one point. The first paragraph states the situation, the second explains why the dues have not been paid, and the third tells what you are going to do about it.

TIP#5: USE COMMAS TO INDICATE BRIEF PAUSES

Commas indicate a brief pause and also group words that belong to each other. The following examples show you some basic rules in using commas for better writing:

Use commas to separate items in a series.

The items in a series may be words or several words together. The last item is usually preceded by a connecting word like *and, but,* or *or.*

EXAMPLES

I'm interested in hearing about training classes, home study programs, and vocational school programs.

I worked on loading the front of the trailer, Tom did the paperwork, Julie called the consignee, and Bill counted the pieces of cargo.

Use a comma to separate two or more words that each describes a thing.

EXAMPLES

It was a short, informal meeting.

We sat through a long, dull meeting.

Use a comma to separate two sentences which are combined into one.

EXAMPLES

The union has seven stewards, and they are all men.

The hazardous materials training program was good, but the test was too difficult.

Tom spoke about the new computer, and Sara showed us how it worked.

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Use commas to set off geographic terms and to separate the date from the year.

EXAMPLES

Minneapolis, Minnesota

January 23, 1993

The company's terminal in Baltimore, Maryland, will open next year.

TIP #6: MAKE SUBJECTS AND VERBS AGREE

Remember that the SUBJECT of a sentence is what the sentence is about and the VERB describes the action in the sentence. If the subject is plural (more than one), then the verb must also be plural to avoid confusion. The subject (reports) in the following sentence is plural, so the verb (are) must also be plural:

Accident reports are a necessary part of every trucker's job.

Look over the following few examples to see how subjects and verbs must agree:

INCORRECT	CORRECT
In reference to your recent letter, your *address* in our files *are* correct.	In reference to your recent *letter*, your address in our files *is* correct.
Neither of the invited trucking speakers *are* able to attend.	*Neither* of the invited trucking speakers *is* able to attend.
Some union members complained, but the *supervisor* and *steward was* willing to support the plan.	Some union members complained, but the *supervisor* and *steward were* willing to support the plan.

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TIP#7: AVOID PARTIAL SENTENCES AND RUN-ONS

A group of words is a complete sentence when it has a subject and a verb and expresses a complete thought. A partial sentence, then, is a group of words that does not express a complete thought. The following are examples of partial sentences:

in which I requested a copy of the check

neither of the invited speakers

in order to understand the situation better

Run-on sentences occur when a comma is used between two complete sentences as the following examples show:

EXAMPLES

The company has six new trailers, they have ordered two new tractors.

I went to see the union representative on Tuesday, he was not in his office.

You could "fix" the above two sentences to avoid confusion by rewriting them as follows :

The company has six new trailers, *and* they have ordered two new tractors.

I went to see the union representative on Tuesday, *but* he was not in his office.

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TIP#8: CAPITALIZE PROPER NOUNS BUT NOT WORDS TO SHOW IMPORTANCE

Always capitalize the names of specific persons, places, organizations, divisions, departments, and trade names. These are called "proper nouns."

For example, capitalize the truck driver Tom's name but do not capitalize the category "truck driver." Tom is a specific member of the truck driver category.

Look over the examples which follow:

PROPER NOUNS	GENERAL KINDS
Astroturf	artificial grass
Band-Aid	adhesive strip, bandage
Coke, Coca-Cola	cola
Jell-O	gelatin, gelatin dessert
Kleenex	facial tissue
Mace	chemical repellent
Pampers	disposable diapers
Ping-Pong	table tennis
Q-Tip	cotton swab
Vaseline	petroleum jelly
Xerox	copy, photocopy

Capitalizing words to emphasize them often confuses the reader and makes your writing hard to read. If you wish to emphasize a word, underline it. Overuse of any kind of emphasis defeats your purpose because the reader becomes so use to seeing your emphasis that it appears routine to him/her.

Look at the following examples:

INCORRECT	CORRECT
We offer a free Special Deal for anyone who stops at our booth at the Trucking Rodeo.	We offer a free special deal for anyone who stops at our booth at the Trucking Rodeo.
I pledge to drive Safely and Within the Speed Limit.	I pledge to drive safely and within the speed limit.

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EXERCISE WT-3

PRACTICING BASIC WRITING TIPS

LET'S TAKE THE TIME NOW TO PRACTICE THESE WRITING HINTS.

DIRECTIONS: Read the following sentences in the left column below. Then rewrite the sentence in the column on the right making it clearer.

WORDY	YOUR BETTER SENTENCE
1. Please insure that you have taken the proper precautions when you anticipate driving through a snow storm.	
2. Let's not prolong this labor dispute so long that it will not be to our mutual benefit to settle it.	
3. It has come to my attention that you are of the impression that I did not pass my CDL certification exam.	

DIRECTIONS: Place commas in the proper places in the following sentences.

4. Before you load a truck you must make sure all the paperwork is complete sign all the forms and check with your terminal supervisor.

5. The CDL video tapes were long complicated training exercises.

6. Even the tall long-legged drivers had trouble reaching the truck foot controls.

7. When we finished our 12 hour drive over the road we parked the truck cleaned up ate a nice dinner and hit the sack.

8. I consider myself a good driver but I feel that I still have a lot to learn.

9. We drove all the way from Minneapolis Minnesota to Rapid City South Dakota on an extremely hot day.

10. All of the new employees began work at the dock together and the older truckers helped them learn the job.

11. It was a long dangerous trip because of the changing weather conditions.

12. The proposed trucking job should last from January 13 1993 to August 23 1994.

13. I am interested in finding out how many more hours I need on-the-road how much more classroom training I must attend and how many more trucks I must load before getting promoted.

NOW LET'S PRACTICE MAKING SUBJECTS AND VERBS AGREE

DIRECTIONS: Look at the sentences below and write the correct word choice in the box to the right. The word choices are in *italics*.

SENTENCE	YOUR WORD CHOICE
14. Understanding how to use the many forms of paperwork *make/makes* your job as a trucking employee easier.	
15. Even though you often try as hard as you can, things often *go/goes* wrong.	

NEXT LET'S PRACTICE CAPITALIZING THE RIGHT WORDS.

DIRECTIONS: Circle the words in the following sentences which should be capitalized.

16. The new computerized tracking system called find-it is being used throughout the trucking industry.

17. Since it is a good company to work for, coca-cola is a prime target for many of the young trucking employees from teamsters local 491.

THIS WAS A LONG PRACTICE EXERCISE. LOOK OVER YOUR ANSWERS CAREFULLY AND THEN TAKE YOUR WORK TO YOUR INSTRUCTOR.

SKILL #4: IDENTIFY BASIC HINTS OF ORGANIZATION IN WRITING.

In order to learn Skill #4 successfully, do the following:

√	LEARNING ACTIVITY	RESOURCES
	READ	
	1. Read "WRITING ORGANIZATION."	1. INFORMATION SHEET WT-4 "WRITING ORGANIZATION" which follows in this section of the module.
	PRACTICE	
	2. Do the exercise to help you understand ways of organizing your writing.	2. EXERCISE WT-4 "PRACTICING WRITING ORGANIZATION" which follows in this section of the module.
	3. Check your answers to EXERCISE WT-4.	3. Discuss with instructor.

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WRITING ORGANIZATION

TIP#9: ORGANIZE YOUR MATERIAL LOGICALLY

In order to communicate effectively in writing, you must get and keep your reader's attention. To do this you need to write what the reader wants to understand instead of what you want to say. This means:

- Start with what is important to the reader, not what is important to you.
- State what is most important first and then what is least important.
- Know how your reader thinks about the subject.

Example: Your supervisor is angry because you did not finish a specific job on time. You have a good reason for being late such as an emergency on the job. You also know that this supervisor wants to know the facts and doesn't really care about your opinions.
She asks you to write a short report telling why you were late.

Your organization strategy: Describe the facts of why you were late with the most important reason first. Do not write any of your opinions and do not write anything that you know will make her angry. You have the best chance of explaining the situation if you organize your report this way.

If you do not know your reader very well, organize your writing in some logical way that fits the topic. For example, if you are describing something that usually occurs in a certain order, like an inspection procedure, write the material in that order. Here are some other simple ways to organize your material:

- ORDER OF LOCATION: If you are writing a memo about the location of the company's trucking terminals, talk about each region of the country separately like west to east.
- ALPHABETICAL ORDER: If you are writing a list of trucking terms, list them in alphabetical order.

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- CHRONOLOGICAL ORDER: If you are writing an accident report, start with what occurred first and proceed in the order things actually occurred.

- PRIORITY ORDER: If you are writing to make some recommendations, list them in the order of their importance with most important first and least important last.

Planning what you want to say and then deciding in what order to write the material will help you communicate much more successfully.

EXERCISE WT-4

PRACTICING WRITING ORGANIZATION

LET'S TAKE FEW MINUTES TO PRACTICE DETERMINING WAYS TO ORGANIZE INFORMATION BEFORE YOU WRITE IT.

DIRECTIONS: Below is a list of topics which need to be organized and written in a short memo form. Read and think about each topic carefully. Then decide which of the four methods listed you think would be the best way to organize this material. Write the letter of your choice of organization method in the column at the right. Make sure you can describe the reason(s) why you picked the method for each topic. We did one to show you how it is done.

ORGANIZATION METHODS	
L = Order of Location	A = Alphabetical Order
C = Chronological Order	P = Priority Order

TOPIC TO ORGANIZE	METHOD
1. As part of a total quality improvement program your supervisor asks you to write a memo listing your suggestions for how to improve the operation of the trucking terminal. The winning suggestion gets a free dinner for two at the best steak house in town.	P
2. You witnessed a car accident while you were out driving on Interstate 454. The police department asks you to write a report describing what you saw.	
3. A national trucking magazine is writing an article about the life of an over-the-rode cross country trucker. One of the writer's for the article asks you to write a brief description of a typical week in the life of this kind of trucker so that he can get an idea of how to do the article. If he likes your description, you may be profiled in the article.	

WHEN YOU HAVE MADE YOUR CHOICES OF ORGANIZATIONAL STRATEGIES, TAKE YOUR ANSWERS TO THE INSTRUCTOR.

SKILL #5: DEMONSTRATE HOW TO WRITE SHORT REPORTS WHICH MAKE SENSE.

In order to learn Skill #5 successfully, do the following:

√	LEARNING ACTIVITY	RESOURCES
	PRACTICE	
	1. Do the exercise to help you practice writing telephone messages, short memos, and brief accident reports.	1. EXERCISE WT-5 "WRITING PHONE MESSAGES, SHORT MEMOS, AND ACCIDENT REPORTS" which follows in this section of the module.
	2. Check your answers to EXERCISE WT-5	2. Discuss with instructor.
	PRACTICE	
	3. Do the "Individualized On-The-Job Writing Problem" to practice all you have learned on a writing problem from your work.	3. EXERCISE WT-6 "INDIVIDUALIZED ON-THE-JOB WRITING PROBLEM" which follows in this section of the module.
	2. Check your written work in EXERCISE WT-6.	2. Discuss with instructor.
	STUDY	
	3. Study for the Written Post-Check.	3. Information sheets, corrected exercises, instructor, and other students.
	COMPLETE	
	4. When you feel that you are ready, take Written Post-Check WT-1.	4. Instructor and Written Post-Check WT-1 (available from instructor).

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WRITING PHONE MESSAGES, SHORT MEMOS, AND ACCIDENT REPORTS

This is your chance to put together all the new writing skills you have learned for some realistic practice. We are going to give you several writing problems to solve like those you may encounter in your job as a trucking employee. Feel free to use all the materials in this learning module, such as the PROBLEM SOLVING CHECKLIST shown here, to help you solve these problems.

STEP	QUESTIONS TO ANSWER
DEFINE YOUR PROBLEM	• What is your purpose for writing?
PLAN YOUR SOLUTION	• Who will get this information? • What format should I use? • What tone should I use? • What information should I include? • How should I organize the information?
WRITE THE MESSAGE	• What words and sentences should I use to communicate my points?
CHECK	• Did I accomplish what I wanted?

PROBLEM #1

You are loading a trailer at the terminal and the fork lift hits a pothole dumping three of the cases you are loading onto the blacktop. All three of the cases are damaged. When you look further, you discover that the cases were consigned to your company for shipping by ATI Medical Devices, Inc. The cases cannot be shipped as they are, and you know that there will be an insurance claim. Your supervisor, Bill Bugle, is off for a few hours. You decide that you must write up some kind of report to Bill describing what happened so that he will be able to tell the boss and the insurance claim people.

Use the blank form on the next page to write your report.

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PROBLEM #2

At 4:00 on January 12 you are working alone and answer the telephone. Drew Pauline of Pauline Air Conditioning Company (phone 715-444-3334) angrily asks for the terminal manager, Jake Willer. When you tell him that Jake is not around, he says "I will not accept this shipment of compressors I just got. They are not the ones I ordered and some of them are even damaged. Tell Jake to call me as soon as he gets back!"

Use the PROBLEM SOLVING CHECKLIST before completing the form on the next page to convey the proper message.

STEP	QUESTIONS TO ANSWER
DEFINE YOUR PROBLEM	• What is your purpose for writing?
PLAN YOUR SOLUTION	• Who will get this information? • What format should I use? • What tone should I use? • What information should I include? • How should I organize the information?
WRITE THE MESSAGE	• What words and sentences should I use to communicate my points?
CHECK	• Did I accomplish what I wanted?

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To _____

Date _____ Time _____ ☐AM ☐PM

WHILE YOU WERE OUT

M _____

of _____

Phone (____) _____
Area Code Number Extension

TELEPHONED		PLEASE CALL	
CALLED TO SEE YOU		WILL CALL AGAIN	
WANTS TO SEE YOU		URGENT	
	RETURNED YOUR CALL		

Message _____

_____

_____

_____

_____

Operator _____

EXERCISE WT-5

PROBLEM #3

You are driving your 18-wheeler along a icy curve of Interstate Highway 48W at about 3:40 on January 13, 1993. As you approach the curve, your trailer slides out and crashes into a stalled car by the shoulder of the road. You were driving at 55 miles per hour. You are shaken up, your seat belt was on, and you are not hurt. It appears as if the car is totally destroyed. You realize that your supervisor, Carrie Lotts, will eventually have to write an accident report, so you decide to write a report to him while you wait for the state patrol to arrive.

Use the PROBLEM SOLVING CHECKLIST to help your write your report on the next page.

STEP	QUESTIONS TO ANSWER
DEFINE YOUR PROBLEM	• What is your purpose for writing?
PLAN YOUR SOLUTION	• Who will get this information? • What format should I use? • What tone should I use? • What information should I include? • How should I organize the information?
WRITE THE MESSAGE	• What words and sentences should I use to communicate my points?
CHECK	• Did I accomplish what I wanted?

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EXERCISE WT-5

EXERCISE WT-6

INDIVIDUALIZED ON-THE-JOB WRITING PROBLEM

DIRECTIONS: Find a writing problem that you have in your day-to-day activities on the job. Bring this problem to class and discuss it with your instructor. Use class time with the instructor's help to solve this writing problem. Write the solution in class. Feel free to use any of the material in this learning module and anything you learned in the class. Use the PROBLEM SOLVING CHECKLIST to guide you.

STEP	QUESTIONS TO ANSWER
DEFINE YOUR PROBLEM	• What is your purpose for writing?
PLAN YOUR SOLUTION	• Who will get this information? • What format should I use? • What tone should I use? • What information should I include? • How should I organize the information?
WRITE THE MESSAGE	• What words and sentences should I use to communicate my points?
CHECK	• Did I accomplish what I wanted?

SUMMARY

We have covered a lot of material in this module. You will be a better writer if you can use these writing hints on your job and at home. You learned the following items in this module:

PROBLEM SOLVING CHECKLIST

STEP	QUESTIONS TO ANSWER
DEFINE YOUR PROBLEM	• What is your purpose for writing?
PLAN YOUR SOLUTION	• Who will get this information? • What format should I use? • What tone should I use? • What information should I include? • How should I organize the information?
WRITE THE MESSAGE	• What words and sentences should I use to communicate my points?
CHECK	• Did I accomplish what I wanted?

You also learned the following important hints about improving your writing:

NINE TIPS FOR EFFECTIVE WRITING

TIP #	DESCRIPTION
1	Avoid Too Many Words and Similar Words
2	Use Small Words
3	Use Commonly Misused Words Correctly
4	Divide into Short Sections
5	Use Commas to Indicate Brief Pauses
6	Make Subjects and Verbs Agree
7	Avoid Partial Sentences and Run-Ons
8	Capitalize Proper Nouns but Not Words to Show Importance
9	Organize Your Material Logically

KEEP THE ABOVE TWO WRITING GUIDES WITH YOU WHEN YOU WRITE AND REFER TO THEM EACH TIME YOU MUST SOLVE A WRITING PROBLEM

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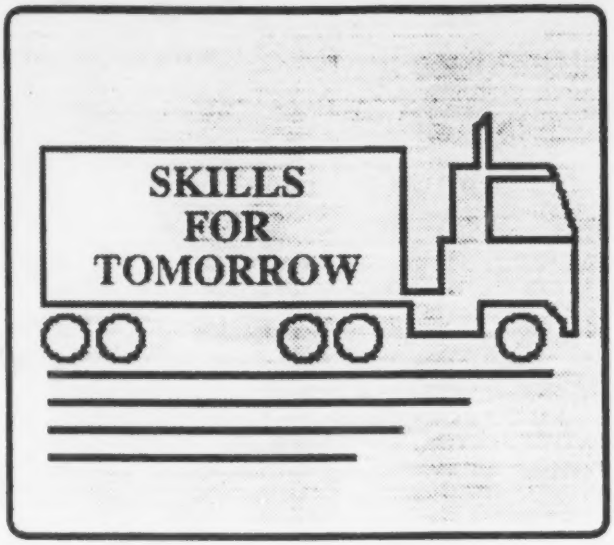

USING TRUCKING LANGUAGE

LEARNING MODULE

DESCRIPTION

As you know already, each line of work has its own language and way of describing things. To the experienced trucking person in this industry, trucking terms are a convenient and comfortable way to communicate with other employees and associates. To a person new to trucking, many of these terms are unfamiliar and confusing. Learning the vocabulary unique to the trucking industry will make you a better employee for your company. It will also help develop your confidence in working successfully with your fellow trucking workers. This learning module will help you develop the confidence to communicate effectively on your trucking job. This will benefit your company, its customers, and you.

NORTHEAST METRO TECHNICAL COLLEGE
AND
MINNESOTA TEAMSTERS SERVICE BUREAU

WORKPLACE LITERACY RESOURCE CENTER
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WORKPLACE LITERACY PROJECT

COMMERCIAL DRIVERS LICENSE

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Special thanks to Harold Yates, President of the Minnesota Teamsters Joint Council #32, for facilitating the involvement of a number of trucking companies in the Minnesota Teamsters Service Bureau Workplace Literacy Project

1992

SKILLS YOU WILL LEARN

- **SKILL #1: Identify the meanings of basic trucking abbreviations**

- **SKILL #2: Identify the meanings of basic trucking terms**

MASTERY

Mastery of these skills requires that you complete:

- **All learning activities**

- **A Written Post-Check with a score of at least 80% correct in both sections.**

Notice that each of these skills describes:

- **What you must do**
- **How you will prove you can do it**
- **How accurate you must be when you do the task**

The skills are listed this way so you know exactly how you must perform.

WHY THESE SKILLS ARE IMPORTANT

Written and spoken language is the primary way that most people and organizations communicate. If you do not understand the language, you will have a very difficult time performing your job successfully. Since the trucking industry has many special and abbreviated terms used to conduct its business, you must learn this language to be an effective employee. This module will introduce you to many of the common terms used in the trucking industry. Pay careful attention and you will be able to communicate better with your employer, your customers, and fellow trucking employees.

LEARNING ACTIVITIES

You complete this module successfully by performing several tasks. Each time you are asked to do a task, you will see a little symbol indicating which kind of activity you must perform. These learning activities are identified below. Look these symbols over carefully.

READ

You will read assigned written material.

VIEW

You will view material such as videotapes, slides, pictures, or graphics.

LISTEN

You will listen to some material such as an audio tape, an instructor, or a demonstration.

STUDY

You will study and concentrate on learning material such as an important procedure or chart.

PRACTICE

You will practice a performance such as an important procedure.

COMPLETE

You will do a written practice or a quiz.

WHENEVER ONE OF THESE SYMBOLS APPEARS, YOU WILL KNOW WHAT KIND OF ACTIVITY YOU WILL PERFORM NEXT.

LEARNING DIRECTIONS

The format of this module is arranged so following directions and learning each skill is easy. The following **sample** is what your Learning Directions will look like for each task in this module. Look this **sample** over carefully:

SAMPLE SKILL: Write a check for your electricity bill.

√	LEARNING ACTIVITY	RESOURCES
	VIEW	
	1. View "Proper Check Writing."	1. Unit One in videotape: Managing Your Money by I. M. Somebody.
	COMPLETE	
	2. Write the answers to exercise.	2. Exercise LM-1 "Proper Check Writing" which follows in this learning module.
	3. Hand in your completed Exercise LM-1.	3. Instructor.
	PRACTICE	
	4. Write four sample checks.	4. Exercise LM-2 "Writing Checks" at the end of this learning module.
	STUDY	
	5. Find out what mistakes you made, if any, in writing sample checks and study for the post-check.	5. Corrected Exercise LM-2, videotape, instructor, and other students.
	COMPLETE	
	6. When you feel that you are ready, take Written Post-Check LM-1.	6. Instructor and Written Post-Check LM-1 (available from instructor).

NOTICE THAT YOU CAN PLACE A LITTLE √ MARK IN THE COLUMN AT THE LEFT AS YOU COMPLETE EACH **LEARNING ACTIVITY**. THIS WILL HELP YOU KEEP YOUR PLACE IN THE LEARNING PROCESS FOR THIS MODULE.

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SKILL #1: Identify the meanings of basic trucking abbreviations

In order to learn Skill #1 successfully, do the following:

√	LEARNING ACTIVITY	RESOURCES
	READ	
	1. Read "TRANSPORTATION ABBREVIATIONS."	1. INFORMATION SHEET UL-1 "TRANSPORTATION ABBREVIATIONS" which follows in this section of the module.
	PRACTICE	
	2. Do the practice exercise to help you understand the transportation abbreviations.	2. EXERCISE UL-1 "PRACTICING TRANSPORTATION ABBREVIATIONS" which follows in this section of the module.
	3. Check your answers to EXERCISE UL-1.	3. Discuss with instructor.
	STUDY	
	4. Study for the Post-Check.	4. Information sheet, corrected exercise, instructor, and other students.
	COMPLETE	
	5. When you feel that you are ready, take Written Post-Check UL-1A.	5. Instructor and Written Post-Check UL-1A (available from instructor).

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TRANSPORTATION ABBREVIATIONS

Most business develop their own language to make it easier and quicker to communicate with their employees and customers. One common way of using unique industry language is by using abbreviations.

To become an effective trucking employee, you must recognize and use the abbreviations of your trade. The following four lists of abbreviations are divided into groups according to the part of trucking operations in which they are used. Look these terms over carefully. Then continue on to the practice exercises which follow which will help you learn the meanings of these abbreviations.

TYPE OF PACKAGING OR STACKING FREIGHT

ABBREVIATION	DEFINITION
BBLS	Barrels
BDL	Bundle
BX	Box
CTN	Carton
FRT	Freight
PC	Piece
PLT	Pallet
WVN	Woven

TERMS USED IN PAPERWORK OR FOR PAPERWORK

ABBREVIATION	DEFINITION
BL OR B/L	Bill of lading
CC	Connecting carrier, also consolidation center
COD	Collect on delivery (for cargo and/or freight charges)
COLL	Collect (freight charges only)
CONS	Consignee
COSO	Copy of shipping order
DELV OR DELY	Deliver or delivery
D/R	Delivery receipt
EXP OR EXPD	Expedite
FB	Freight bill

GBL	Government bill of lading
LH OR L/H	Linehaul
LTD QTY	Limited quantity
NOI	Not otherwise indexed (part of commodity description)
NOS	Not otherwise specified (part of commodity description)
NMFC	National Motor Freight Classification
OWB	Over without a bill
OS&D	Over, short, & damage
PPD	Prepaid
RVNX	Released value not exceeding

TYPES OF FREIGHT

ABBREVIATION	DEFINITION
AG IMP	Agricultural implement
CHEM	Chemicals
ELEC	Electric
EQUIP	Equipment
FLF	Forklift
FTGS	Fittings
HDWE	Hardware
HHG	Household goods
I/S	Iron or steel
MTL	Materials
PPR	Paper
PSRT	Part short
PTS	Parts

TYPES OF LOADED FREIGHT

ABBREVIATION	DEFINITION
DEST	Destination
KD	Knocked down
KDF	Knocked down flat
LSE	Loose
LTL	Less than truckload
TL	Truckload

DRIVER'S TERMINAL TERMS

ABBREVIATION	DEFINITION
D/S	Driver salesman
P & D	Pickup and delivery
PRO	9 digit number assigned to each shipment
PU	Pickup
SIC	Station identification code
TERM	Terminal

EXERCISE UL-1

PRACTICING TRUCKING ABBREVIATIONS

DIRECTIONS: Now we are going to try some practice to help you understand the meanings of trucking abbreviations. Answer the questions which follow by circling the letter of the word which is the correct response. Refer back to the lists of trucking abbreviations if necessary to find the right answer. However, first try to determine the correct answer without referring back to the lists.

1. Which of the following words means *piece*?

   a. PTS

   b. P & D

   c. PC

   d. PU

2. What does CONS mean?

   a. Collect

   b. Chemicals

   c. Carton

   d. Copy of shipping order

3. What does PSRT mean?

   a. Part short

   b. Parts

   c. Pallet

   d. Pickup

4. Which of the following terms means *forklift*?

   a. EQUIP

   b. FLF

c. FTGF

d. FB

5. What is the abbreviations for a "nine digit number assigned to each shipment?"

a. PPD

b. PRO

c. COLL

d. SIC

DIRECTIONS: Write the meanings of the following abbreviations in the blanks which follow:

6. NOI: _____

7. COLL: _____

8. SIC: _____

9. BBLS: _____

10. TERM: _____

DIRECTIONS: The abbreviations in bold letters below are incorrect. Write the correct abbreviation in the blank which follows each sentence.

11. **HDWE** is the abbreviation to describe household goods. _____

12. **LTD QTL** means less than a truckload. _____

13. **CONS** is the term use to describe the situation when a truck driver should collect payment upon delivery of cargo and freight charges.

_____

14. The correct abbreviation for destination is **DDL** _____

15. **PA** is the correct abbreviation for prepaid merchandise. _____

DIRECTIONS: Answer the following questions by putting the correct abbreviation in the blank which follows each question.

16. If your wanted to indicate the a shipment should be rushed, what abbreviation would you use? _____

17. What abbreviation would you use to indicate that a shipment did not fill up the whole truck? _____

18. What abbreviation would you look for if you wished to find the universal numbering system to identify a station? _____

19. What abbreviation at the top of a column on a form would have the number of items of each kind of cargo listed in that column? ___

20. What abbreviation would you see that indicated that cargo was composted of some kind of machine parts? _____

SKILL #2: Identify the meanings of basic trucking terms

In order to learn Skill #2 successfully, do the following:

√	LEARNING ACTIVITY	RESOURCES
	READ	
	1. Read "TRANSPORTATION TERMS."	1. INFORMATION SHEET UL-2 "EQUIPMENT USED BY DOCKMEN OR FREIGHT HANDLERS" which follows in this section of the module.
	PRACTICE	
	2. Do the practice exercise to help you understand the meanings of the terms.	2. EXERCISE UL-2 "PRACTICING EQUIPMENT TERMS USED BY DOCKMEN OR FREIGHT HANDLERS" which follows in this section of the module.
	3. Check your answers to EXERCISE UL-2.	3. Discuss with instructor.
	READ	
	4. Read "TERMS USED BY FREIGHT HANDLERS OR USED ON BILLS OF LADING."	4. INFORMATION SHEET UL-3 "TERMS USED BY FREIGHT HANDLERS OR USED ON BILLS OF LADING" which follows in this section of the module.
	PRACTICE	
	5. Do the practice exercise to help you understand the meanings of the terms.	5. EXERCISE UL-3 "PRACTICING TERMS USED BY FREIGHT HANDLERS OR USED ON BILLS OF LADING" which follows in this section of the module.
	6. Check your answers to EXERCISE UL-3.	6. Discuss with instructor.
	READ	

	7. Read "DRIVER'S TERMS & EQUIPMENT."	7. INFORMATION SHEET UL-4 "DRIVER'S TERMS & EQUIPMENT" which follows in this section of the module.
	PRACTICE	
	8. Do the practice exercise to help you understand the meanings of the terms.	8. EXERCISE UL-4 "PRACTICING DRIVER'S TERMS AND EQUIPMENT" which follows in this section of the module.
	9. Check your answers to EXERCISE UL-4.	9. Discuss with instructor.
	READ	
	10. Read "OFFICE PAPERWORK TERMS."	10. INFORMATION SHEET UL-5 "OFFICE PAPERWORK TERMS" which follows in this section of the module.
	READ	
	11. Read "SHIPPER TERMS OR EQUIPMENT."	11. INFORMATION SHEET UL-6 "SHIPPER TERMS OR EQUIPMENT" which follows in this section of the module.
	PRACTICE	
	12. Do the practice exercise to help you understand the meanings of the terms.	12. EXERCISE UL-5 "PRACTICING OFFICE PAPERWORK, SHIPPER, OR EQUIPMENT TERMS" which follows in this section of the module.
	13. Check your answers to EXERCISE UL-5.	13. Discuss with instructor.
	STUDY	

	14. Study for the Post-Check.	14. Information sheet, corrected exercise, instructor, and other students.
	COMPLETE	
	15. When you feel that you are ready, take Written Post-Check UL-2.	15. Instructor and Written Post-Check UL-2 (available from instructor).

TRANSPORTATION TERMS

EQUIPMENT USED BY DOCKMEN OR FREIGHT HANDLERS

Read through the following terms to familiarize yourself with there meanings:

TERM	DEFINITION
Air bag	A durable bag inflated with air and used to force and secure freight to the inside wall(s) of the trailer.
Banding machine	Used to place metal bands around freight or to secure freight to a pallet.
Barrel	A round metal cylinder (drum) used as a container. Barrels must always be loaded on cardboard dunnage.
Barrel wheeler or barrel truck	A handcart designed to move drums or barrels because their rounded shape cannot be handled safely by any other means.
Blocking or bracing	Wood or metal supports used to secure freight in place when loaded on a trailer.
Bulkhead	A temporary wall built in a trailer to keep freight from shifting while en route.
Cart	A four wheeled vehicle used to move freight on the dock. Carts are used to move one or several shipments across the dock at the same time. Time and labor are saved when large shipments are moved together on a cart.
Checker	Dock employee who is assigned to unload freight from a trailer. Each shipment unloaded from a trailer is checked for proper labeling, condition of the freight, and the number of pieces.
Checkstand	A dock stand (desk) used by freight handlers on which to perform paperwork duties.
Diagraph marker	A dock tool which resembles a magic marker and dispenses yellow paint. Diagraph markers are used to record the pro number on iron or metal shipments which may lose their shipping tags or labels.
Dock plate	Metal plate used as a ramp between a trailer and the dock platform.

Drums	Same as barrels.
Dunnage	Term used for cardboard, pallets, plywood, foam rubber, air bags, etc. and used for protecting freight while it is en route. Always use dunnage when in doubt—there is no such thing as using too much dunnage.
Extensions	Longer blades that are used on forklifts when the standard blades are inadequate.
Forklift	Motorized vehicle used for hoisting and moving freight on the dock or on and off a trailer. Also known as jeep, towmotor, or hi-lo.
Header	Term used to identify a shipment loaded in the front of the trailer.
Johnson bar	A large portable crowbar used on the dock to pry up heavy freight.
Lift jib	A forklift boom attachment that allows the operator to lift and move pipe or other bulky objects. Also called a porta crane or boom.
Load bars or locks	A tool used to secure freight in a trailer.
Pallet	A wood structure used to stack freight on.
Pallet jack	A hand operated nonmotorized forklift tool.
Pro label	A pre-printed label containing pro numbers and used to identify a shipment. Pro label numbers come in sets of four and the labels are self adhesive. Two of the labels are placed on the freight, one label is placed on the shippers copy of the bill of lading, and one label is placed on your company's copy (shipping order) of the bill of lading. Pro labels can also be dispensed from a pro label gun.
Pro label gun	The labeling gun dispenses a colored label with the your company pro number printed on it. Each carton in a shipment must have a pro label attached to it.
Rug pole	A forklift attachment for handling carpets.
Seal	Device that is serially numbered and used to temporary fasten trailer and truck doors so that unauthorized entry into the unit can be detected.
Skid	Same as pallet.
Terminal Unloading Check Sheet	Primary document used for unloading an inbound trailer and recording shipments with OS&D exceptions.

EXERCISE UL-2

PRACTICING EQUIPMENT TERMS USED BY DOCKMEN OR FREIGHT HANDLERS

DIRECTIONS: Let's practice your first category of transportation terms. This exercise will make you familiar with these terms by using them. Answer the questions which follow by circling the letter of the word which is the correct response. Refer back to the list of equipment terms if necessary to find the right answer. However, first try to determine the correct answer without referring back to the list.

1. Which of the following terms describes a pre-printed label which contains numbers used to identify a truck shipment?

   a. Checker

   b. Dock plate

   c. Seal

   d. Pro label

2. What is a Header?

   a. A dock employee who is assigned to unload freight from a trailer.

   b. A shipment loaded in the front of a trailer.

   c. A wood structure on which freight is stacked.

   d. A forklift attachment for handling carpets.

3. What is the term used for supports to secure freight tightly in a trailer?

   a. Blocking

   b. Dock plate

   c. Pallet jack

   d. Rug pole

4. What is a Bulkhead?

   a. A round metal cylinder used as a container.

   b. A shipment loaded in the front of a trailer.

   c. A hand operated nonmoterized forklift.

   d. A temporary trailer wall which prevents freight shifting.

5. What is another name for a Lift jib?

   a. Porta crane

   b. Johnson Bar

   c. Forklift

   d. Dock plate

TERMS USED BY FREIGHT HANDLERS OR USED ON BILLS OF LADING

Read through the following terms to familiarize yourself with there meanings:

TERM	DEFINITION
All short	None of the freight is received with the movement document.
Astray freight	The freight is separated from the movement document.
Bill of Lading	Legal contract between the shipper and the carrier for the transportation of goods. The shipper always retains one copy of the bill of lading as a receipt for the goods shipped and your company retains the shipping order copy. The bill of lading shows, among other information, where the freight is going, where the freight originated, description of the freight, number of pieces and weight.
Cable seal	A durable cable used to secure closed trailer doors. Cable seals can only be removed with heavy duty cable cutters.
Claim	A customer's request for payment (reimbursement) for freight that is lost and/or damaged. Claims result when we don't perform our jobs correctly.
Claim prevention	The continuous activity of every company employee in reducing the number of claims by performing the basic requirements of receiving, handling, transporting, and delivering shipments on time without any shortages or damages.
COD	Collect on delivery. The driver collects for the value of the goods on behalf of the shipper and/or the freight (or other transportation charges) due your company. The COD amount must be collected before the freight can be released to the consignee. COD is different from a driver collect shipment.
Connecting carrier	Another carrier who either delivers freight to your company or receives freight from your company.

Consignee	The person or firm who receives the shipped articles.
Consignor	The person or firm who ships the articles, usually referred to as the shipper.
Consolidation center	A large freight terminal that sorts, loads, routes, and dispatches freight into the linehaul system.
Copy bill	A computer generated print out that can be requested when the original freight bill pro number is known. The copy bill will show all the necessary information about the shipment.
Coso	Copy of shipping order. It is actually a photocopy of the shipping order. The coso is the primary document used to move shipments from the origin terminal to the destination terminal.
Cube	Term used to describe how much loading space (percentage) inside a trailer has been used or is available. For example, a trailer that is loaded exactly half full would be called 50 percent cubed out of a possible 100 percent cube.
Customer	The person or firm that calls your company to handle their freight. At your company you want to make it easy for your customers to do business with you. If your service is unsatisfactory, a customer can always call another carrier. Customers are your reason for existence, so handle each shipment as if it were your own.
DD Form 836	A special instructions for motor vehicle drivers form issued by a government agency when transporting hazardous materials for the US. Government. The pickup driver and the delivery driver must read and sign the form; the delivery driver gives it to the consignee when delivering the shipment.
Diagonal line	A line drawn diagonally on the delivery receipt from the lower left corner to the upper right hand corner for any shipment that has a delivery exception. The diagonal line informs the cashier that the delivery receipt must be forwarded to the OS&D clerk.
Density	The weight of an article per cubic foot.
EOL	End of the line terminal.

Exception	A shortage, overage, or damage that occurred to a shipment. These exceptions are noted on cosos, bills of lading, delivery receipts, or *Terminal Unloading Check Sheets.*
Exception log	A log kept at the terminal and is used to control delivery exceptions. Drivers with delivery exceptions call the supervisor (or OS&D clerk) and request a control number. The driver notes the control number on the delivery receipt.
Expedite/Dock Write Up	Your company's form that is used for documenting overfreight located on the dock or when unloading a trailer.
FBDS	Referred to as a *Freight Bill Delivery Set* and is printed for each shipment. It consists of four parts: delivery receipt, original collecting invoice, consignee copy, and destination control copy.
Floor freight	Heavy freight which must be loaded on the trailer floor and not on top of light freight.
Hazardous materials	Commodities classified by the Secretary of Transportation as hazardous. Improper handling of hazardous materials shipments could result in a risk to health and property.
Hazardous material tag	A red tag attached to delivery receipts and cosos. The tag denotes the type and amount of hazardous material in a shipment.
Hazardous waste	Hazardous materials that are reclaimed, recycled, or reused.
High and tight	Loading freight high in a trailer uses the full cube of the trailer and allows more freight to be loaded. Loading freight tight in a trailer eliminates the possibility of damage while en route.
High side of trailer	The driver's side of a trailer. This side of the trailer needs to be loaded heavier than the other (low) side. Due to the contour of highways, improper load distribution could cause the trailer to overturn en route.
Household goods	Also referred to as personal effects. These shipments must be shipped prepaid and paid for at the time of pickup. All shipments of household goods (HHG) move at the minimum 500 pound rate.

In-bond	Import shipments moving into or through the United States which have not cleared U.S. Customs at the border and therefore travel under a U.S. Customs (Treasury) bond, and are identified as in-bond shipments.
Linehaul	The movement of trailers from one location to another over your company's designated routes.
Low side of trailer	The passenger's side of a trailer. This side needs to be loaded lighter than the other (high) side of the trailer. Due to the contour of highways, improper load distribution could cause the trailer to overturn in transit.
Markings or marks	Letters, numbers, or other identification marks placed on a package for identification purposes.
Motorized move	A shipment that requires the use of a forklift. The information is noted on the pro label at the time of pickup.
Nose	A slang term that refers to the front of a trailer.
Noseload	Same as a header.
Origin	The location from which a shipment originated.
O.S.&D.	The letters stand for over, short, and damaged. Common term referring to a particular shipment with an OS&D exception problem.
Overage	The actual piece count is greater than the piece count shown on the movement document.
Overfreight	Freight that has been separated from the movement document; also called OWB (over without billing).
Overload	When a trailer has been loaded too heavy to pass the Department of Transportation's highway weight restrictions. Overloads result in costly penalties, extra freight handling, and increases the probability of damage to the freight.
Pro number	The 9 digit number used to identify a freight bill. Same as freight bill number.
Pyramid	Term refers to loading pallets in other than a square pattern. This type of loading is incompatible when loading freight in a trailer.
Recooper	To repair damaged cartons or containers.
Red line	Term referring to the halfway point in a trailer. The line is painted across the top inside ceiling of the trailer.

Reship	Freight that is rehandled (crossdocked) at an intermediate terminal. The freight did not originate at nor is it destined to the terminal that is handling it.
SCAC	A carrier's alpha code.
Shortage	The number of pieces in a shipment are less than the piece count shown on the movement document.
Sidewall	Loading a shipment along the wall of a trailer.
Special handling instructions	Terms that refer to specific delivery dates, excess value, specific delivery instructions, and any descriptive items out of the ordinary. Consult your supervisor when shippers request any special handling.
Stacking	The proper loading of freight in a claims free manner.
Strip	To unload freight from a trailer. When unloading a trailer, count the pieces and check the condition of each shipment.
TMAN	Computer generated report containing information on each shipment loaded in a trailer (e.g., consignee, weight, pieces, pro number, bill destination).
Top freight	Fragile freight that must be loaded near the ceiling of the trailer so that it will not be crushed.
Top heavy freight	Freight that must be tied to the wall of the trailer to prevent tipping over in transit (e.g. large transformers).

EXERCISE UL-3

PRACTICING TERMS USED BY FREIGHT HANDLERS OR ON BILLS OF LADING

DIRECTIONS: Let's practice your first category of transportation terms. This exercise will make you familiar with these terms by using them. Answer the questions which follow by circling the letter of the word which is the correct response. Refer back to the list of equipment terms if necessary to find the right answer. However, first try to determine the correct answer without referring back to the list.

1. Which of the following is a computer generated report containing information on each shipment loaded in the trailer? Such items as consignee, weight, pieces, and pro number are included.

   a. ECL

   b. SCAC

   c. Cable seal

   d. TMAN

2. Which of the following is the legal contract between the shipper and the carrier?

   a. Coso

   b. Bill of Lading

   c. TMAN

   d. FBDS

3. What is the term used to describe the line on a delivery receipt used to identify a delivery exception?

   a. Diagonal line

   b. Nose

   c. O.S.&D.

   d. Red line

4. What is the proper term used to describe the person of organization which calls you company to handle their freight?

a. consignee

b. consignor

c. customer

d. connecting carrier

5. What is the term used to describe the situation when the actual piece count is greater than the piece count shown on the movement document?

a. shortage

b. high and tight

c. noseload

c. overage

6. Ashtray freight is

a. household goods.

b. freight which is separated from the movement document.

c. freight that is rehandled (cross docked) at an intermediate terminal.

d. damaged freight.

7. Freight that must be tied to the wall of a trailer to prevent it from tipping over is called

a. top freight.

b. nose freight.

c. pyramid freight.

d. top heavy freight.

8. What does the term Recooper mean?

a. a durable cable seal used to secure closed trailer doors

b. to repair damaged cartons or containers<

c. the halfway point in a trailer

d. the Consignee

DRIVER'S TERMS & EQUIPMENT

Read through the following terms to familiarize yourself with there meanings:

TERM	DEFINITION
Bill of Lading	Legal contract between the shipper and the carrier for the transportation of goods. The shipper always retains one copy of the bill of lading as a receipt for the goods shipped and your company retains the shipping order copy. The bill of lading shows, among other information, where the freight is going, where the freight originated, description of the freight, number of pieces and weight.
Bobtail	Movement of a tractor without the trailer attached to it.
Cable seal	A durable cable used to secure closed trailer doors. Cable seals can only be removed with heavy duty cable cutters.
Cash collection envelope	Envelope issued to a driver only if cash was collected during the day's activity. Drivers request the envelope when they return to the terminal.
Claim	A customer's request for payment (reimbursement) for freight that is lost and/or damaged. Claims result when we don't perform our jobs correctly.
Claim prevention	The continuous activity of every your company employee in reducing the number of claims by performing the basic requirements of receiving, handling, transporting, and delivering shipments on time without any shortages or damages.
Chock	A wood, metal, or rubber object used to block a trailer's wheels while parked at the dock. Chocks are also used in trailers to block floor freight from shifting en route.
Connecting carrier	Another carrier who either delivers freight to your company or receives freight from your company.
Consignee	The person or firm who receives the shipped articles.

Consignor	The person or firm who ships the articles, usually referred to as the shipper.
Consolidation center	A large freight terminal that sorts, loads, routes, and dispatches freight into the linehaul system.
Commodity	Any article of commerce (e.g., goods, products, articles of merchandise) that is offered for shipment.
Coso	Copy of shipping order. It is actually a photocopy of the shipping order. The coso is the primary document used to move shipments from the origin terminal to the destination terminal.
Customer	The person or firm that calls your company to handle their freight. At your company you want to make it easy for your customers to do business with you. If your service is unsatisfactory a customer can always call another carrier. Customers are your reason for existence, so handle each shipment as if it were your own.
DD Form 836	A special instructions for motor vehicle drivers form issued by a government agency when transporting hazardous materials for the U.S. Government. The pickup driver and the delivery driver must read and sign the form; the delivery driver gives it to the consignee when delivering the shipment.
Deadhead	A tractor pulling an empty trailer, or the freight loaded on the trailer does not generate any revenue.
Delivery receipt	The control document used to delivery freight to the consignee on. The delivery receipt (DR) is signed by the consignee and the your company driver. Also used as a receipt for collecting moneys and for recording delivery exceptions.
Defensive driving	When a driver thinks ahead, anticipates any problems, expects the unexpected, and is on the defensive while driving.
Density	The weight of an article per cubic foot.

Diagonal line	A line drawn diagonally on the delivery receipt from the lower left corner to the upper right hand corner for any shipment that has a delivery exception. The diagonal line informs the cashier that the delivery receipt must be forwarded to the OS&D clerk.
Dispatcher	Supervisor in charge of daily pickup and delivery operations.
Dolly (Convertor Dolly)	A single axle unit that is used to hook two trailers together.
Driver collect	A notation on a delivery receipt to alert the driver salesmen to collect the freight charges at the time of delivery.
Driver salesman	The job title for a trucking pickup and delivery driver. Driver salesman are responsible for providing the best customer service in the industry.
Dub (Pup)	A 28 foot trailer, also referred to as a pup, designed to be pulled in sets (two at a time) by one tractor.
Exception	A shortage, overage, or damage that occurred to a shipment. These exceptions are noted on cosos, bills of lading, delivery receipts, or *Terminal Unloading Check Sheets.*
FBDS	Referred to as a *Freight Bill Delivery Set* and is printed for each shipment. It consists of four parts: delivery receipt, original collecting invoice, consignee copy, and destination control copy.
Fifth wheel	The device which hooks the trailer to the tractor or a dolly.
Floor freight	Heavy freight which must be loaded on the trailer floor and not on top of light freight.
Hazardous materials	Commodities classified by the Secretary of Transportation as hazardous. Improper handling of hazardous materials shipments could result in a risk to health and property.
Hazardous material tag	A red tag attached to delivery receipts and cosos. The tag denotes the type and amount of hazardous material in a shipment.

Hazardous waste	Hazardous materials that are reclaimed, recycled, or reused. your company does not handle hazardous waste under any circumstances.
Household goods	Also referred to as personal effects. These shipments must be shipped prepaid and paid for at the time of pickup. All shipments of household goods (HHG) move at the minimum 500 pound rate.
Hostling tractor	Tractor used for moving trailers to and from the dock and around the yard.
Hubometer	The meter on the wheel of a tractor used to record mileage.
Landing gear	The support legs located at the front of the trailer that hold the trailer up when it is unhooked from a tractor. At some locations referred to as dollies.
Linehaul	The movement of trailers from one location to another over your company's designated routes.
Loaded hook	Referred to as a trailer that has been loaded by the customer and not by your company's personnel.
Low side of trailer	The passenger's side of a trailer. This side needs to be loaded lighter than the other (high) side of the trailer. Due to the contour of highways, improper load distribution could cause the trailer to overturn in transit.
Nose	A slang term that refers to the front of a trailer.
OBL	Order bill of lading. Refers to a shipment that is released to the consignee only when the original (yellow) copy is paid for and obtained by the driver prior to releasing the shipment.
Open top trailer	Trailer with a removable top that is usually made of tarp material. Also referred to as a ragtop.
Origin	The location from which a shipment originated.
O.S.&D	The letters stand for over, short, and damaged. Common term referring to a particular shipment with an OS&D exception problem.
Overage	The actual piece count is greater than the piece count shown on the movement document.

Overfreight	Freight that has been separated from the movement document; also called OWB (over without billing).
Overload	When a trailer has been loaded too heavy to pass the Department of Transportation's highway weight restrictions. Overloads result in costly penalties, extra freight handling, and increases the probability of damage to the freight.
P&D	Referred to as a pickup and delivery.
P & D Equipment Daily Inspection Report	The pretrip inspection form used by drivers to perform equipment inspections on their tractor and trailer.
P& D Driver Turn-In Envelope	Envelope issued to the driver to turn in trip documents (e.g., pro labels, equipment inspection reports, trip manifests, delivery receipts) at the end of the day's activities.
Pup	A 28 foot trailer, also referred to as a dub, designed to be pulled in sets by one tractor.
Rag top	Same as open top.
Rail trailers	Trailers that are loaded by your company and moved to the destination consolidation center by the railroad.
Refused shipment	A shipment that is refused by a customer for a variety of reasons. When this occurs, the driver must complete the reverse side of the delivery receipt with the refused information; attach the orange colored *Returned/Refused Freight* label to the shipment.
Returned/Refused Freight label	A label that is attached to an undeliverable shipment that is returned to the terminal.
Said to contain (STC)	When a driver cannot accurately count the number of pieces on stretch or shrink-wrapped pallet, note STC on the bill of lading.
Single shipment	A shipment weighing less than 500 pounds and is picked up at one location with no other shipments. Write the words "single shipment" on bills of lading at the time of pick up.

SL&C	The letters stand for shipper load and count. Freight is loaded in a trailer at the shipper's dock by the shipper. Since your company representative is not present when the trailer is loaded, extreme care must be taken when unloading a SL&C trailer. Ensure that the freight is properly marked and the piece count agrees with the movement document.

EXERCISE UL-4

PRACTICING DRIVER'S TERMS AND EQUIPMENT

DIRECTIONS: Let's practice your first category of transportation terms. This exercise will make you familiar with these terms by using them. Answer the questions which follow by circling the letter of the word which is the correct response. Refer back to the list of driver's and equipment terms if necessary to find the right answer. However, first try to determine the correct answer without referring back to the list.

1. What is the term which describes a wood, metal, or rubber object used to block a trailer's wheels while parked at the dock?

   a. dolly

   b. chock

   c. dub

   d. pup

2. What is a Deadhead?

   a. a 28 foot trailer designed to be pulled in sets of two by one tractor

   b. a customer who does not pay his invoices

   c. a tractor pulling an empty trailer

   d. a single axle unit used to hook two trailers together

3. The term used to describe movement of a tractor without the trailer attached to it is

   a. hubometer

   b. linehaul

   c. overload

   d. bobtail

4. The device which hooks the trailer to the tractor or a dolly is called a

a. fifth wheel.

b. landing gear.

c. nose.

d. pup.

5. A shortage, overage, or damage that occurred to a shipment is called

a. hazardous waste.

b. overfreight.

c. refused shipment.

d. exception.

OFFICE PAPERWORK TERMS

Read through the following terms to familiarize yourself with there meanings:

TERM	DEFINITION
All short	None of the freight is received with the movement document.
Astray freight	The freight is separated from the movement document.
Cash collection envelope	Envelope issued to a driver only if cash was collected during the day's activity. Drivers request the envelope when they return to the terminal.
Claim	A customer's request for payment (reimbursement) for freight that is lost and/or damaged. Claims result when we don't perform our jobs correctly.
Claim prevention	The continuous activity of every company employee in reducing the number of claims by performing the basic requirements of receiving, handling, transporting, and delivering shipments on time without any shortages or damages.
Concealed damage	The contents inside a package are damaged while the outside of the package shows no damage.
Concealed loss	The contents inside a package are missing and there is no indication of the package having been opened.
Consignee	The person or firm who receives the shipped articles.
Consignor	The person or firm who ships the articles, usually referred to as the shipper.
Consolidation center	A large freight terminal that sorts, loads, routes, and dispatches freight into the linehaul system.
Copy bill	A computer generated print out that can be requested when the original freight bill pro number is known. The copy bill will show all the necessary information about the shipment.

Coso	Copy of shipping order. It is actually a photocopy of the shipping order. The coso is the primary document used to move shipments from the origin terminal to the destination terminal.
Customer	The person or firm that calls your company to handle their freight. If your service is unsatisfactory, a customer can always call another carrier. Customers are your reason for existence, so handle each shipment as if it were your own.
DD Form 836	A special instructions for motor vehicle drivers form issued by a government agency when transporting hazardous materials for the U.S. Government. The pickup driver and the delivery driver must read and sign the form; the delivery driver gives it to the consignee when delivering the shipment.
Diagonal line	A line drawn diagonally on the delivery receipt from the lower left corner to the upper right hand corner for any shipment that has a delivery exception. The diagonal line informs the cashier that the delivery receipt must be forwarded to the OS&D clerk.
EOL	End of the line terminal.
FBDS	Referred to as a *Freight Bill Delivery Set* and is printed for each shipment. It consists of four parts: delivery receipt, original collecting invoice, consignee copy, and destination control copy.
Load factor	The computed value of weight loaded into trailers factored by the miles the trailer travels. If trailers are loaded to full capacity the cost is lower as fewer trailers are needed and fewer miles are traveled.
Linehaul	The movement of trailers from one location to another over your company's designated routes.

Load Manifest/Release	A form used as a combined load manifest and load release. The manifest section is designed for tallying weight and the number of shipments loaded on a trailer that is destined to another terminal. The first copy of the form moves with the bill packet. If a trailer is loaded with freight going to two different destinations, two separate manifests are completed. The first manifest is the A sheet and pertains to the portion of freight loaded in the nose of the trailer. The B sheet pertains to the balance of the freight loaded in the trailer. The load release section is used to recap the manifest and record the load release information for the TCON message.
Load Release	A form that recaps the shipments that were loaded in a trailer destined to another of your company's terminals. The first copy of the form moves with each packet of bills.
Manifest	Same as the *Load Manifest/Release*.
Mark	A slang term referring to a large shipment, also referred to as a large mark.
O.S.&D	The letters stand for over, short, and damaged. Common term referring to a particular shipment with an OS&D exception problem.
Seal	Device that is serially numbered and used to temporary fasten trailer and truck doors so that unauthorized entry into the unit can be detected.
Skid	Same as pallet.
Window period	A consolidation center's cutoff time for reshipping and releasing outbound freight that was picked up the previous day.

SHIPPER TERMS OR EQUIPMENT

TERM	DEFINITION
COD	Collect on delivery. The driver collects for the value of the goods on behalf of the shipper and/or the freight (or other transportation charges) due our company. The COD amount must be collected before the freight can be released to the consignee. COD is different from a driver collect shipment.
Shrink wrap	A plastic wrap used to secure cartons on a pallet. It is company policy not to break shrink wrap shipments.
Stretch wrap	A plastic sheeting used by shippers to secure cartons on a pallet. The term is interchangeable with shrink wrap
O.S.&D	The letters stand for over, short, and damaged. Common term referring to a particular shipment with an OS&D exception problem.

PRACTICING OFFICE PAPERWORK, SHIPPER , OR EQUIPMENT TERMS

DIRECTIONS: Let's practice your first category of transportation terms. This exercise will make you familiar with these terms by using them. Answer the questions which follow by circling the letter of the word which is the correct response. Refer back to the list of office, shipper, and equipment terms if necessary to find the right answer. However, first try to determine the correct answer without referring back to the list.

1. What is the term used to describe a large shipment?

   a. mark

   b. load factor

   c. FBDS

   d. skid

2. Which of the following terms describes the movement of trailers from one location to another over your company's designated routes?

   a. diagonal line

   b. EOL

   c. window period

   d. linehaul

3. What DD Form 836 use for?

   a. registering all shipments of freight with the Federal Government

   b. permitting a customer to make a claim for goods damaged in shipment

   c. recapping the shipments which are loaded in a trailer

d. giving truckers instructions on how to transport hazardous materials for the U.S. Government

4. The computed value of weight loaded into trailers computed by the miles the trailer travels is called

a. load release

b. load factor

c. window period

d. diagonal line

5. When the contents inside a package are missing and there is no indication of the package having been opened it is called

a. a skid.

b. a stretch wrap.

c. all short.

d. concealed loss.

KNOWING THE MEANINGS OF TRUCKING ABBREVIATIONS AND TERMS IS IMPORTANT

Written and spoken language is the primary way that most people and organizations communicate. If you do not understand the language, you will have a very difficult time performing your job successfully. Since the trucking industry has many special and abbreviated terms used to conduct its business, you must learn this language to be an effective employee. This module introduced you to many of the common terms used in the trucking industry.

We do not expect you to know the meanings and uses of all these abbreviations and terms when you successfully complete this module.

We **do expect you** to know where to find the meanings and uses of these items when you need to know about them on the job. You will learn most of these words as you use them.

KEEP THIS MODULE WHERE YOU CAN REFER TO IT WHENEVER NECESSARY ON YOU JOB. IT IS A VERY COMPREHENSIVE LIST OF TRUCKING ABBREVIATIONS AND TERMS.

BE SMART BY KNOWING WHERE TO LOOK